

Enterprise Incident Report November 2012

As of 12/4/2012

Human Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Human Services	Application Services	Bill Felt	0 0	1 0	0 0	1 0
		Chad Fowers	0 0	1 1	0 0	1 1
		Danielle Hood	0 0	16 1	1 0	17 1
		Dustin Crump	0 0	19 2	0 0	19 2
		Mart Gardner	0 0	2 0	0 0	2 0
		Paul Lundell	0 0	1 0	0 0	1 0
		Terry Forsgren	0 0	1 0	0 0	1 0
		Tony Larsen	0 0	7 0	0 0	7 0
		Assigned to Individual Total	0 0	48 4	1 0	49 4
	Application Support	Justin Rasmussen	0 0	1 0	0 0	1 0
		Terry Davis	0 0	1 0	0 0	1 0

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			High	Low	Medium	FCR Total
Human Services	Application Support	Assigned to Individual Total	0	2	0	2
			0	0	0	0
	Application Support - MMIS	Steven Hegji	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	1	0	1
			0	1	0	1
	Application Support - Web Sites	Dennis Allred	0	2	0	2
			0	1	0	1
		Assigned to Individual Total	0	2	0	2
			0	1	0	1
	Campus Networking	Robert Ryan	0	2	1	3
			0	0	0	0
		Assigned to Individual Total	0	2	1	3
			0	0	0	0
	Capitol Hosting	Curtis Parker	1	1	0	2
			0	0	0	0
		Dale Hicks	0	1	0	1
			0	0	0	0
		Mike Tyrrell	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	1	3	0	4
			0	0	0	0
	Enterprise Security	Bobette Phillips	0	1	1	2
			0	0	0	0
		Jed Johnson	0	2	0	2
			0	0	0	0
		Sharon Smith	0	6	0	6
			0	1	0	1

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			High	Low	Medium	FCR Total
Human Services	Enterprise Security	Assigned to Individual Total	0	9	1	10
			0	1	0	1
	Help Desk	Brenda Treadway	0	63	0	63
			0	63	0	63
		Dawn Wayment	0	2	0	2
			0	0	0	0
		Eileen Dubach	0	40	0	40
			0	36	0	36
		James Stearns	0	48	0	48
			0	47	0	47
		Julie VanBeekum	0	43	1	44
			0	43	1	44
		None	0	1	0	1
			0	0	0	0
		Sarah Johnson	0	11	0	11
			0	0	0	0
		Vicky Marrelli	0	74	0	74
			0	69	0	69
		Assigned to Individual Total	0	282	1	283
			0	258	1	259
	Mainframe Systems Support	Greg Shoop	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Metro A Desktop Support	Adam Staks	0	2	0	2
			0	0	0	0
		Mike Beynon	0	26	0	26
			0	9	0	9

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			High	Low	Medium	FCR Total
Human Services	Metro A Desktop Support	Assigned to Individual Total	0	28	0	28
			0	9	0	9
	Metro A Help Desk	Ed Conrad	0	6	0	6
			0	6	0	6
		Edward Fortner	0	1	0	1
			0	1	0	1
		Liz Evans	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	8	0	8
			0	8	0	8
	Metro B Desktop Support	Annice Valdez	0	80	0	80
			0	0	0	0
		Anthony Booyse	0	20	0	20
			0	0	0	0
		Austin Farey	0	5	0	5
			0	0	0	0
		Bill Crowther	0	5	0	5
			0	0	0	0
		Cindy Reed	0	16	0	16
			0	1	0	1
		Jay Locker	1	21	0	22
			0	0	0	0
		Mike Sine	0	2	0	2
			0	2	0	2
		Mike Wilde	0	17	0	17
			0	1	0	1
		Peter Musser	0	25	0	25
			0	7	0	7

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			High	Low	Medium	FCR Total
Human Services	Metro B Desktop Support	Sean Chadbourne	0 0	5 0	0 0	5 0
		Stephanie Young	0 0	13 0	0 0	13 0
		Tyler Pearce	0 0	8 1	0 0	8 1
		Assigned to Individual Total	1 0	217 12	0 0	218 12
	Metro B Help Desk	Gary Graham	0 0	229 164	0 0	229 164
		Todd Manning	0 0	376 309	0 0	376 309
		Val Shepherd	0 0	402 244	0 0	402 244
		Assigned to Individual Total	0 0	1,007 717	0 0	1,007 717
	Metro B Hosting	James Gramse	0 0	1 1	0 0	1 1
		Ken Bolkcom	0 0	1 0	0 0	1 0
		Paul Seager	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	4 1	0 0	4 1
	Metro C Desktop Support	Benjamin Moore	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0

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			High	Low	Medium	FCR Total
Human Services	Metro C Help Desk	Chris Olson	0	3	0	3
			0	2	0	2
		Cindy Romrell	0	1	0	1
			0	1	0	1
		Reed Stohel	0	103	0	103
			0	102	0	102
		Ross Owen	0	8	0	8
			0	8	0	8
		Assigned to Individual Total	0	115	0	115
			0	113	0	113
	Metro D Help Desk	Doug Brown	0	1	0	1
			0	1	0	1
		John Robinson	0	3	0	3
			0	2	0	2
		Matthew Earl	0	5	0	5
			0	4	0	4
		Assigned to Individual Total	0	9	0	9
			0	7	0	7
	Network Operations	Brian Chatwin	0	0	1	1
			0	0	0	0
		Michael Ostrander	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	1	2
			0	0	0	0
	Operations Production Control	Cal Brinton	0	3	0	3
			0	2	0	2
		Christie Burnham	0	9	0	9
			0	9	0	9

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			High	Low	Medium	FCR Total
Human Services	Operations Production Control	Duane Hardy	0	5	0	5
			0	3	0	3
		Assigned to Individual Total	0	17	0	17
			0	14	0	14
	ORS Adobe Support	Julie Mortensen	0	2	0	2
			0	0	0	0
		Justin Rasmussen	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	3	0	3
			0	0	0	0
	ORS Content Manager	Dan Barrett	0	15	0	15
			0	0	0	0
		Les Roberts	0	3	0	3
			0	0	0	0
		Pam Lee	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	19	0	19
			0	0	0	0
	PCHELPS Gmail	Chris Olson	0	4	0	4
			0	2	0	2
		Assigned to Individual Total	0	4	0	4
			0	2	0	2
	Rural Central Desktop Support	Gerald Adams	0	40	0	40
			0	0	0	0
		Jay Barfuss	0	5	0	5
			0	4	0	4
		Jeremy Standifird	0	10	0	10
			0	0	0	0

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			High	Low	Medium	FCR Total
Human Services	Rural Central Desktop Support	Jessica Purcell	0	35	0	35
			0	33	0	33
		John Donaldson	0	9	0	9
			0	0	0	0
		Paul Petersen	0	26	0	26
			0	1	0	1
		Randy Graham	0	2	0	2
			0	2	0	2
		Robert Case	0	34	0	34
			0	11	0	11
		Ron LeBaron	0	7	0	7
			0	4	0	4
		Todd Hardy	0	9	0	9
			0	9	0	9
		Troy Morris	0	15	1	16
			0	3	0	3
		Assigned to Individual Total	0	192	1	193
			0	67	0	67
	Rural North Desktop Support	Dane Smith	0	6	0	6
			0	0	0	0
		Don Higgs	0	1	0	1
			0	1	0	1
		Kelly Warren	0	2	0	2
			0	1	0	1
		Kim Ratushniak	0	26	0	26
			0	25	0	25
		Lori Hartzell	0	7	0	7
			0	2	0	2

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			High	Low	Medium	FCR Total
Human Services	Rural North Desktop Support	Rodney Peterson	0 0	1 0	0 0	1 0
		Ruston McKay	0 0	49 49	0 0	49 49
		Ryan Casey	0 0	11 2	0 0	11 2
		Wayne Higgs	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	105 80	0 0	105 80
	Rural South Desktop Support	Dan Anthony	0 0	4 2	0 0	4 2
		Doug Chaston	0 0	2 1	0 0	2 1
		Joel Finlinson	0 0	3 1	0 0	3 1
		Julie Christensen	0 0	1 0	0 0	1 0
		Lance Nay	0 0	58 56	0 0	58 56
		Lane Adams	0 0	3 1	0 0	3 1
		Scott Jesienouski	0 0	8 3	0 0	8 3
		Silas Aitchison	0 0	10 1	0 0	10 1
		Assigned to Individual Total	0 0	89 65	0 0	89 65

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			High	Low	Medium	FCR Total
Human Services	Salt Lake Data Center Operations	Darren Wayment	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Strategic Communications	Dennis Rogers	0 0	3 0	0 0	3 0
		Luis Larios	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	7 0	0 0	7 0
	Technical Lead/Project Manager	Dustin Crump	0 0	1 0	0 0	1 0
		John Stephenson	0 0	8 0	0 0	8 0
		Mark Lowe	0 0	1 0	0 0	1 0
		Mart Gardner	0 0	12 1	1 0	13 1
		Martin Gonzalez	0 0	4 4	0 0	4 4
		Assigned to Individual Total	0 0	26 5	1 0	27 5
	USIIS Outreach	Lisa Young	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Voice Operations	Gail Christiansen	1 0	4 0	1 0	6 0

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			High	Low	Medium	FCR Total
Human Services	Voice Operations	James Gifford	0 0	3 0	1 0	4 0
		Julie Sabato	0 0	2 0	0 0	2 0
		Kelly Johnson	0 0	5 0	0 0	5 0
		Romanza Hamblin Sorensen	0 0	23 7	0 0	23 7
		Assigned to Individual Total	1 0	37 7	2 0	40 7
	Voice/Data/WAN Services	Greg Blessing	0 0	1 0	0 0	1 0
		Jana Gunnell	0 0	1 0	0 0	1 0
		Mark Thomas	0 0	1 0	0 0	1 0
		T Artis	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	6 0	0 0	6 0
	Assigned Group Total		3 0	2,247 1,372	9 1	2,259 1,373
Customer Company Total			3 0	2,247 1,372	9 1	2,259 1,373

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Human Services

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Human Services	Application Services	Bill Felt	0 0	1 0	0 0	1 0
		Chad Fowers	0 0	1 0	0 0	1 0
		Danielle Hood	0 0	16 11	1 0	17 11
		Dustin Crump	0 0	19 8	0 0	19 8
		Mart Gardner	0 0	2 2	0 0	2 2
		Paul Lundell	0 0	1 1	0 0	1 1
		Terry Forsgren	0 0	1 1	0 0	1 1
		Tony Larsen	0 0	7 0	0 0	7 0
		Assigned to Individual Total	0 0	48 23	1 0	49 23
	Application Support	Justin Rasmussen	0 0	1 0	0 0	1 0
		Terry Davis	0 0	1 0	0 0	1 0

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			High	Low	Medium	MIR Total
Human Services	Application Support	Assigned to Individual Total	0 0	2 0	0 0	2 0
	Application Support - MMIS	Steven Hegji	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Application Support - Web Sites	Dennis Allred	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Campus Networking	Robert Ryan	0 0	2 0	1 0	3 0
		Assigned to Individual Total	0 0	2 0	1 0	3 0
	Capitol Hosting	Curtis Parker	1 0	1 0	0 0	2 0
		Dale Hicks	0 0	1 0	0 0	1 0
		Mike Tyrrell	0 0	1 1	0 0	1 1
		Assigned to Individual Total	1 0	3 1	0 0	4 1
	Enterprise Security	Bobette Phillips	0 0	1 1	1 1	2 2
		Jed Johnson	0 0	2 1	0 0	2 1
		Sharon Smith	0 0	6 2	0 0	6 2

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			High	Low	Medium	MIR Total
Human Services	Enterprise Security	Assigned to Individual Total	0	9	1	10
			0	4	1	5
	Help Desk	Brenda Treadway	0	63	0	63
			0	5	0	5
		Dawn Wayment	0	2	0	2
			0	1	0	1
		Eileen Dubach	0	40	0	40
			0	1	0	1
		James Stearns	0	48	0	48
			0	0	0	0
		Julie VanBeekum	0	43	1	44
			0	3	1	4
		None	0	1	0	1
			0	0	0	0
		Sarah Johnson	0	11	0	11
			0	1	0	1
		Vicky Marrelli	0	74	0	74
			0	0	0	0
		Assigned to Individual Total	0	282	1	283
			0	11	1	12
	Mainframe Systems Support	Greg Shoop	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Metro A Desktop Support	Adam Staks	0	2	0	2
			0	0	0	0
		Mike Beynon	0	26	0	26
			0	0	0	0

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			High	Low	Medium	MIR Total
Human Services	Metro A Desktop Support	Assigned to Individual Total	0	28	0	28
			0	0	0	0
	Metro A Help Desk	Ed Conrad	0	6	0	6
			0	0	0	0
		Edward Fortner	0	1	0	1
			0	0	0	0
		Liz Evans	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	8	0	8
			0	0	0	0
	Metro B Desktop Support	Annice Valdez	0	80	0	80
			0	1	0	1
		Anthony Booyse	0	20	0	20
			0	2	0	2
		Austin Farey	0	5	0	5
			0	0	0	0
		Bill Crowther	0	5	0	5
			0	0	0	0
		Cindy Reed	0	16	0	16
			0	1	0	1
		Jay Locker	1	21	0	22
			0	0	0	0
		Mike Sine	0	2	0	2
			0	0	0	0
		Mike Wilde	0	17	0	17
			0	1	0	1
		Peter Musser	0	25	0	25
			0	0	0	0

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			High	Low	Medium	MIR Total
Human Services	Metro B Desktop Support	Sean Chadbourne	0 0	5 0	0 0	5 0
		Stephanie Young	0 0	13 0	0 0	13 0
		Tyler Pearce	0 0	8 0	0 0	8 0
		Assigned to Individual Total	1 0	217 5	0 0	218 5
	Metro B Help Desk	Gary Graham	0 0	229 19	0 0	229 19
		Todd Manning	0 0	376 5	0 0	376 5
		Val Shepherd	0 0	402 29	0 0	402 29
		Assigned to Individual Total	0 0	1,007 53	0 0	1,007 53
	Metro B Hosting	James Gramse	0 0	1 0	0 0	1 0
		Ken Bolkcom	0 0	1 0	0 0	1 0
		Paul Seager	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Metro C Desktop Support	Benjamin Moore	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0

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			High	Low	Medium	MIR Total
Human Services	Metro C Help Desk	Chris Olson	0 0	3 1	0 0	3 1
		Cindy Romrell	0 0	1 0	0 0	1 0
		Reed Stohel	0 0	103 0	0 0	103 0
		Ross Owen	0 0	8 0	0 0	8 0
		Assigned to Individual Total	0 0	115 1	0 0	115 1
	Metro D Help Desk	Doug Brown	0 0	1 0	0 0	1 0
		John Robinson	0 0	3 0	0 0	3 0
		Matthew Earl	0 0	5 0	0 0	5 0
		Assigned to Individual Total	0 0	9 0	0 0	9 0
	Network Operations	Brian Chatwin	0 0	0 0	1 0	1 0
		Michael Ostrander	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0	2 0
	Operations Production Control	Cal Brinton	0 0	3 0	0 0	3 0
		Christie Burnham	0 0	9 0	0 0	9 0

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Human Services

			High	Low	Medium	MIR Total
Human Services	Operations Production Control	Duane Hardy	0 0	5 0	0 0	5 0
		Assigned to Individual Total	0 0	17 0	0 0	17 0
	ORS Adobe Support	Julie Mortensen	0 0	2 2	0 0	2 2
		Justin Rasmussen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 2	0 0	3 2
	ORS Content Manager	Dan Barrett	0 0	15 8	0 0	15 8
		Les Roberts	0 0	3 1	0 0	3 1
		Pam Lee	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	19 10	0 0	19 10
	PCHELPS Gmail	Chris Olson	0 0	4 1	0 0	4 1
		Assigned to Individual Total	0 0	4 1	0 0	4 1
	Rural Central Desktop Support	Gerald Adams	0 0	40 0	0 0	40 0
		Jay Barfuss	0 0	5 0	0 0	5 0
		Jeremy Standifird	0 0	10 0	0 0	10 0

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			High	Low	Medium	MIR Total
Human Services	Rural Central Desktop Support	Jessica Purcell	0 0	35 0	0 0	35 0
		John Donaldson	0 0	9 1	0 0	9 1
		Paul Petersen	0 0	26 2	0 0	26 2
		Randy Graham	0 0	2 0	0 0	2 0
		Robert Case	0 0	34 5	0 0	34 5
		Ron LeBaron	0 0	7 0	0 0	7 0
		Todd Hardy	0 0	9 0	0 0	9 0
		Troy Morris	0 0	15 1	1 0	16 1
		Assigned to Individual Total	0 0	192 9	1 0	193 9
	Rural North Desktop Support	Dane Smith	0 0	6 0	0 0	6 0
		Don Higgs	0 0	1 1	0 0	1 1
		Kelly Warren	0 0	2 1	0 0	2 1
		Kim Ratuszniak	0 0	26 1	0 0	26 1
		Lori Hartzell	0 0	7 1	0 0	7 1

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			High	Low	Medium	MIR Total
Human Services	Rural North Desktop Support	Rodney Peterson	0 0	1 0	0 0	1 0
		Ruston McKay	0 0	49 3	0 0	49 3
		Ryan Casey	0 0	11 4	0 0	11 4
		Wayne Higgs	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	105 11	0 0	105 11
	Rural South Desktop Support	Dan Anthony	0 0	4 1	0 0	4 1
		Doug Chaston	0 0	2 0	0 0	2 0
		Joel Finlinson	0 0	3 0	0 0	3 0
		Julie Christensen	0 0	1 0	0 0	1 0
		Lance Nay	0 0	58 0	0 0	58 0
		Lane Adams	0 0	3 0	0 0	3 0
		Scott Jesienouski	0 0	8 0	0 0	8 0
		Silas Aitchison	0 0	10 0	0 0	10 0
		Assigned to Individual Total	0 0	89 1	0 0	89 1

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			High	Low	Medium	MIR Total
Human Services	Salt Lake Data Center Operations	Darren Wayment	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Strategic Communications	Dennis Rogers	0 0	3 0	0 0	3 0
		Luis Larios	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	7 0	0 0	7 0
	Technical Lead/Project Manager	Dustin Crump	0 0	1 0	0 0	1 0
		John Stephenson	0 0	8 7	0 0	8 7
		Mark Lowe	0 0	1 1	0 0	1 1
		Mart Gardner	0 0	12 9	1 1	13 10
		Martin Gonzalez	0 0	4 1	0 0	4 1
		Assigned to Individual Total	0 0	26 18	1 1	27 19
	USIIS Outreach	Lisa Young	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Voice Operations	Gail Christiansen	1 0	4 0	1 0	6 0

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			High	Low	Medium	MIR Total
Human Services	Voice Operations	James Gifford	0 0	3 0	1 0	4 0
		Julie Sabato	0 0	2 0	0 0	2 0
		Kelly Johnson	0 0	5 0	0 0	5 0
		Romanza Hamblin Sorensen	0 0	23 1	0 0	23 1
		Assigned to Individual Total	1 0	37 1	2 0	40 1
	Voice/Data/WAN Services	Greg Blessing	0 0	1 0	0 0	1 0
		Jana Gunnell	0 0	1 0	0 0	1 0
		Mark Thomas	0 0	1 0	0 0	1 0
		T Artis	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	6 0	0 0	6 0
	Assigned Group Total		3 0	2,247 153	9 3	2,259 156
Customer Company Total			3 0	2,247 153	9 3	2,259 156

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Human Services

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Human Services	Application Services	Bill Felt	0 0.00	1 0.00	0 0.00	1 0.00
		Chad Fowers	0 0.00	1 0.00	0 0.00	1 0.00
		Danielle Hood	0 0.00	16 13.76	1 0.00	17 12.95
		Dustin Crump	0 0.00	19 4.21	0 0.00	19 4.21
		Mart Gardner	0 0.00	2 5.67	0 0.00	2 5.67
		Paul Lundell	0 0.00	1 17.56	0 0.00	1 17.56
		Terry Forsgren	0 0.00	1 5.15	0 0.00	1 5.15
		Tony Larsen	0 0.00	7 0.42	0 0.00	7 0.42
		Assigned to Individual Total	0 0.00	48 7.02	1 0.00	49 6.88
	Application Support	Justin Rasmussen	0 0.00	1 0.00	0 0.00	1 0.00
		Terry Davis	0 0.00	1 0.44	0 0.00	1 0.44

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Human Services

			High	Low	Medium	ATTIR Total
Human Services	Application Support	Assigned to Individual Total	0 0.00	2 0.22	0 0.00	2 0.22
	Application Support - MMIS	Steven Hegji	0 0.00	1 12.47	0 0.00	1 12.47
		Assigned to Individual Total	0 0.00	1 12.47	0 0.00	1 12.47
	Application Support - Web Sites	Dennis Allred	0 0.00	2 0.48	0 0.00	2 0.48
		Assigned to Individual Total	0 0.00	2 0.48	0 0.00	2 0.48
	Campus Networking	Robert Ryan	0 0.00	2 0.17	1 0.20	3 0.18
		Assigned to Individual Total	0 0.00	2 0.17	1 0.20	3 0.18
	Capitol Hosting	Curtis Parker	1 0.65	1 0.20	0 0.00	2 0.42
		Dale Hicks	0 0.00	1 0.00	0 0.00	1 0.00
		Mike Tyrrell	0 0.00	1 1.25	0 0.00	1 1.25
		Assigned to Individual Total	1 0.65	3 0.48	0 0.00	4 0.52
	Enterprise Security	Bobette Phillips	0 0.00	1 17.24	1 57.69	2 37.46
		Jed Johnson	0 0.00	2 7.59	0 0.00	2 7.59
		Sharon Smith	0 0.00	6 4.13	0 0.00	6 4.13

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Human Services

			High	Low	Medium	ATTIR Total
Human Services	Enterprise Security	Assigned to Individual Total	0 0.00	9 6.35	1 57.69	10 11.49
	Help Desk	Brenda Treadway	0 0.00	63 0.26	0 0.00	63 0.26
		Dawn Wayment	0 0.00	2 0.71	0 0.00	2 0.71
		Eileen Dubach	0 0.00	40 0.42	0 0.00	40 0.42
		James Stearns	0 0.00	48 0.02	0 0.00	48 0.02
		Julie VanBeekum	0 0.00	43 0.32	1 12.83	44 0.60
		None	0 0.00	1 0.00	0 0.00	1 0.00
		Sarah Johnson	0 0.00	11 0.33	0 0.00	11 0.33
		Vicky Marrelli	0 0.00	74 0.06	0 0.00	74 0.06
		Assigned to Individual Total	0 0.00	282 0.20	1 12.83	283 0.25
	Mainframe Systems Support	Greg Shoop	0 0.00	1 0.23	0 0.00	1 0.23
		Assigned to Individual Total	0 0.00	1 0.23	0 0.00	1 0.23
	Metro A Desktop Support	Adam Staks	0 0.00	2 0.09	0 0.00	2 0.09
		Mike Beynon	0 0.00	26 0.23	0 0.00	26 0.23

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Human Services

			High	Low	Medium	ATTIR Total
Human Services	Metro A Desktop Support	Assigned to Individual Total	0 0.00	28 0.22	0 0.00	28 0.22
	Metro A Help Desk	Ed Conrad	0 0.00	6 0.00	0 0.00	6 0.00
		Edward Fortner	0 0.00	1 0.00	0 0.00	1 0.00
		Liz Evans	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	8 0.00	0 0.00	8 0.00
	Metro B Desktop Support	Annice Valdez	0 0.00	80 0.18	0 0.00	80 0.18
		Anthony Booyse	0 0.00	20 0.21	0 0.00	20 0.21
		Austin Farey	0 0.00	5 0.34	0 0.00	5 0.34
		Bill Crowther	0 0.00	5 0.27	0 0.00	5 0.27
		Cindy Reed	0 0.00	16 0.25	0 0.00	16 0.25
		Jay Locker	1 0.18	21 0.26	0 0.00	22 0.26
		Mike Sine	0 0.00	2 0.15	0 0.00	2 0.15
		Mike Wilde	0 0.00	17 0.27	0 0.00	17 0.27
		Peter Musser	0 0.00	25 0.18	0 0.00	25 0.18

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Human Services

			High	Low	Medium	ATTIR Total
Human Services	Metro B Desktop Support	Sean Chadbourne	0 0.00	5 0.13	0 0.00	5 0.13
		Stephanie Young	0 0.00	13 0.18	0 0.00	13 0.18
		Tyler Pearce	0 0.00	8 0.13	0 0.00	8 0.13
		Assigned to Individual Total	1 0.18	217 0.21	0 0.00	218 0.21
	Metro B Help Desk	Gary Graham	0 0.00	229 0.25	0 0.00	229 0.25
		Todd Manning	0 0.00	376 0.06	0 0.00	376 0.06
		Val Shepherd	0 0.00	402 0.43	0 0.00	402 0.43
		Assigned to Individual Total	0 0.00	1,007 0.25	0 0.00	1,007 0.25
	Metro B Hosting	James Gramse	0 0.00	1 0.88	0 0.00	1 0.88
		Ken Bolkcom	0 0.00	1 0.39	0 0.00	1 0.39
		Paul Seager	0 0.00	2 0.22	0 0.00	2 0.22
		Assigned to Individual Total	0 0.00	4 0.43	0 0.00	4 0.43
	Metro C Desktop Support	Benjamin Moore	0 0.00	1 0.07	0 0.00	1 0.07
		Assigned to Individual Total	0 0.00	1 0.07	0 0.00	1 0.07

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Human Services

			High	Low	Medium	ATTIR Total
Human Services	Metro C Help Desk	Chris Olson	0 0.00	3 0.43	0 0.00	3 0.43
		Cindy Romrell	0 0.00	1 0.00	0 0.00	1 0.00
		Reed Stohel	0 0.00	103 0.00	0 0.00	103 0.00
		Ross Owen	0 0.00	8 0.00	0 0.00	8 0.00
		Assigned to Individual Total	0 0.00	115 0.01	0 0.00	115 0.01
	Metro D Help Desk	Doug Brown	0 0.00	1 0.00	0 0.00	1 0.00
		John Robinson	0 0.00	3 0.00	0 0.00	3 0.00
		Matthew Earl	0 0.00	5 0.00	0 0.00	5 0.00
		Assigned to Individual Total	0 0.00	9 0.00	0 0.00	9 0.00
	Network Operations	Brian Chatwin	0 0.00	0 0.00	1 0.55	1 0.55
		Michael Ostrander	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	1 0.55	2 0.28
	Operations Production Control	Cal Brinton	0 0.00	3 0.00	0 0.00	3 0.00
		Christie Burnham	0 0.00	9 0.00	0 0.00	9 0.00

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Human Services

			High	Low	Medium	ATTIR Total
Human Services	Operations Production Control	Duane Hardy	0 0.00	5 0.24	0 0.00	5 0.24
		Assigned to Individual Total	0 0.00	17 0.07	0 0.00	17 0.07
	ORS Adobe Support	Julie Mortensen	0 0.00	2 8.92	0 0.00	2 8.92
		Justin Rasmussen	0 0.00	1 0.70	0 0.00	1 0.70
		Assigned to Individual Total	0 0.00	3 6.18	0 0.00	3 6.18
	ORS Content Manager	Dan Barrett	0 0.00	15 1.58	0 0.00	15 1.58
		Les Roberts	0 0.00	3 0.90	0 0.00	3 0.90
		Pam Lee	0 0.00	1 1.27	0 0.00	1 1.27
		Assigned to Individual Total	0 0.00	19 1.46	0 0.00	19 1.46
	PCHELPS Gmail	Chris Olson	0 0.00	4 1.10	0 0.00	4 1.10
		Assigned to Individual Total	0 0.00	4 1.10	0 0.00	4 1.10
	Rural Central Desktop Support	Gerald Adams	0 0.00	40 0.02	0 0.00	40 0.02
		Jay Barfuss	0 0.00	5 0.00	0 0.00	5 0.00
		Jeremy Standifird	0 0.00	10 0.07	0 0.00	10 0.07

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Human Services

			High	Low	Medium	ATTIR Total
Human Services	Rural Central Desktop Support	Jessica Purcell	0 0.00	35 0.01	0 0.00	35 0.01
		John Donaldson	0 0.00	9 0.40	0 0.00	9 0.40
		Paul Petersen	0 0.00	26 0.53	0 0.00	26 0.53
		Randy Graham	0 0.00	2 0.00	0 0.00	2 0.00
		Robert Case	0 0.00	34 0.44	0 0.00	34 0.44
		Ron LeBaron	0 0.00	7 0.14	0 0.00	7 0.14
		Todd Hardy	0 0.00	9 0.00	0 0.00	9 0.00
		Troy Morris	0 0.00	15 0.36	1 0.19	16 0.35
		Assigned to Individual Total	0 0.00	192 0.21	1 0.19	193 0.21
	Rural North Desktop Support	Dane Smith	0 0.00	6 0.40	0 0.00	6 0.40
		Don Higgs	0 0.00	1 1.10	0 0.00	1 1.10
		Kelly Warren	0 0.00	2 19.80	0 0.00	2 19.80
		Kim Ratuszniak	0 0.00	26 0.09	0 0.00	26 0.09
		Lori Hartzell	0 0.00	7 0.38	0 0.00	7 0.38

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Human Services

			High	Low	Medium	ATTIR Total
Human Services	Rural North Desktop Support	Rodney Peterson	0 0.00	1 0.24	0 0.00	1 0.24
		Ruston McKay	0 0.00	49 0.12	0 0.00	49 0.12
		Ryan Casey	0 0.00	11 0.89	0 0.00	11 0.89
		Wayne Higgs	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	105 0.61	0 0.00	105 0.61
	Rural South Desktop Support	Dan Anthony	0 0.00	4 1.01	0 0.00	4 1.01
		Doug Chaston	0 0.00	2 0.08	0 0.00	2 0.08
		Joel Finlinson	0 0.00	3 0.14	0 0.00	3 0.14
		Julie Christensen	0 0.00	1 0.65	0 0.00	1 0.65
		Lance Nay	0 0.00	58 0.02	0 0.00	58 0.02
		Lane Adams	0 0.00	3 0.00	0 0.00	3 0.00
		Scott Jesienouski	0 0.00	8 0.15	0 0.00	8 0.15
		Silas Aitchison	0 0.00	10 0.35	0 0.00	10 0.35
		Assigned to Individual Total	0 0.00	89 0.13	0 0.00	89 0.13

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Human Services

			High	Low	Medium	ATTIR Total
Human Services	Salt Lake Data Center Operations	Darren Wayment	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Strategic Communications	Dennis Rogers	0 0.00	3 0.45	0 0.00	3 0.45
		Luis Larios	0 0.00	4 0.40	0 0.00	4 0.40
		Assigned to Individual Total	0 0.00	7 0.42	0 0.00	7 0.42
	Technical Lead/Project Manager	Dustin Crump	0 0.00	1 0.38	0 0.00	1 0.38
		John Stephenson	0 0.00	8 9.39	0 0.00	8 9.39
		Mark Lowe	0 0.00	1 1.07	0 0.00	1 1.07
		Mart Gardner	0 0.00	12 4.16	1 1.07	13 3.93
		Martin Gonzalez	0 0.00	4 5.69	0 0.00	4 5.69
		Assigned to Individual Total	0 0.00	26 5.74	1 1.07	27 5.57
	USIIS Outreach	Lisa Young	0 0.00	1 8.14	0 0.00	1 8.14
		Assigned to Individual Total	0 0.00	1 8.14	0 0.00	1 8.14
	Voice Operations	Gail Christiansen	1 0.36	4 0.26	1 0.05	6 0.24

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Human Services

			High	Low	Medium	ATTIR Total
Human Services	Voice Operations	James Gifford	0 0.00	3 0.18	1 0.29	4 0.21
		Julie Sabato	0 0.00	2 0.53	0 0.00	2 0.53
		Kelly Johnson	0 0.00	5 0.19	0 0.00	5 0.19
		Romanza Hamblin Sorensen	0 0.00	23 0.23	0 0.00	23 0.23
		Assigned to Individual Total	1 0.36	37 0.24	2 0.17	40 0.24
	Voice/Data/WAN Services	Greg Blessing	0 0.00	1 0.21	0 0.00	1 0.21
		Jana Gunnell	0 0.00	1 0.66	0 0.00	1 0.66
		Mark Thomas	0 0.00	1 0.29	0 0.00	1 0.29
		T Artis	0 0.00	3 0.39	0 0.00	3 0.39
		Assigned to Individual Total	0 0.00	6 0.39	0 0.00	6 0.39
	Assigned Group Total		3 0.40	2,247 0.50	9 8.10	2,259 0.53
Customer Company Total			3 0.40	2,247 0.50	9 8.10	2,259 0.53

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Human Services

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Human Services	Application Services	Bill Felt	0 0	1 0	0 0	1 0
		Chad Fowers	0 0	1 0	0 0	1 0
		Danielle Hood	0 0	16 11	1 0	17 11
		Dustin Crump	0 0	19 8	0 0	19 8
		Mart Gardner	0 0	2 1	0 0	2 1
		Paul Lundell	0 0	1 1	0 0	1 1
		Terry Forsgren	0 0	1 0	0 0	1 0
		Tony Larsen	0 0	7 2	0 0	7 2
		Assigned to Individual Total	0 0	48 23	1 0	49 23
	Application Support	Justin Rasmussen	0 0	1 0	0 0	1 0
		Terry Davis	0 0	1 1	0 0	1 1

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Human Services

			High	Low	Medium	MR Total
Human Services	Application Support	Assigned to Individual Total	0	2	0	2
			0	1	0	1
	Application Support - MMIS	Steven Hegji	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	1	0	1
			0	1	0	1
	Application Support - Web Sites	Dennis Allred	0	2	0	2
			0	1	0	1
		Assigned to Individual Total	0	2	0	2
			0	1	0	1
	Campus Networking	Robert Ryan	0	2	1	3
			0	0	0	0
		Assigned to Individual Total	0	2	1	3
			0	0	0	0
	Capitol Hosting	Curtis Parker	1	1	0	2
			0	1	0	1
		Dale Hicks	0	1	0	1
			0	0	0	0
		Mike Tyrrell	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	1	3	0	4
			0	1	0	1
	Enterprise Security	Bobette Phillips	0	1	1	2
			0	1	1	2
		Jed Johnson	0	2	0	2
			0	2	0	2
		Sharon Smith	0	6	0	6
			0	3	0	3

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Human Services

			High	Low	Medium	MR Total
Human Services	Enterprise Security	Assigned to Individual Total	0	9	1	10
			0	6	1	7
	Help Desk	Brenda Treadway	0	63	0	63
			0	0	0	0
		Dawn Wayment	0	2	0	2
			0	0	0	0
		Eileen Dubach	0	40	0	40
			0	3	0	3
		James Stearns	0	48	0	48
			0	0	0	0
		Julie VanBeekum	0	43	1	44
			0	4	1	5
		None	0	1	0	1
			0	0	0	0
		Sarah Johnson	0	11	0	11
			0	1	0	1
		Vicky Marrelli	0	74	0	74
			0	0	0	0
		Assigned to Individual Total	0	282	1	283
			0	8	1	9
	Mainframe Systems Support	Greg Shoop	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Metro A Desktop Support	Adam Staks	0	2	0	2
			0	0	0	0
		Mike Beynon	0	26	0	26
			0	0	0	0

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Human Services

			High	Low	Medium	MR Total
Human Services	Metro A Desktop Support	Assigned to Individual Total	0	28	0	28
			0	0	0	0
	Metro A Help Desk	Ed Conrad	0	6	0	6
			0	0	0	0
		Edward Fortner	0	1	0	1
			0	0	0	0
		Liz Evans	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	8	0	8
			0	0	0	0
	Metro B Desktop Support	Annice Valdez	0	80	0	80
			0	0	0	0
		Anthony Booyse	0	20	0	20
			0	1	0	1
		Austin Farey	0	5	0	5
			0	0	0	0
		Bill Crowther	0	5	0	5
			0	0	0	0
		Cindy Reed	0	16	0	16
			0	0	0	0
		Jay Locker	1	21	0	22
			0	0	0	0
		Mike Sine	0	2	0	2
			0	0	0	0
		Mike Wilde	0	17	0	17
			0	0	0	0
		Peter Musser	0	25	0	25
			0	0	0	0

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Human Services

			High	Low	Medium	MR Total
Human Services	Metro B Desktop Support	Sean Chadbourne	0 0	5 0	0 0	5 0
		Stephanie Young	0 0	13 0	0 0	13 0
		Tyler Pearce	0 0	8 0	0 0	8 0
		Assigned to Individual Total	1 0	217 1	0 0	218 1
	Metro B Help Desk	Gary Graham	0 0	229 2	0 0	229 2
		Todd Manning	0 0	376 0	0 0	376 0
		Val Shepherd	0 0	402 5	0 0	402 5
		Assigned to Individual Total	0 0	1,007 7	0 0	1,007 7
	Metro B Hosting	James Gramse	0 0	1 0	0 0	1 0
		Ken Bolkcom	0 0	1 0	0 0	1 0
		Paul Seager	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Metro C Desktop Support	Benjamin Moore	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0

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Human Services

			High	Low	Medium	MR Total
Human Services	Metro C Help Desk	Chris Olson	0 0	3 0	0 0	3 0
		Cindy Romrell	0 0	1 0	0 0	1 0
		Reed Stohel	0 0	103 0	0 0	103 0
		Ross Owen	0 0	8 0	0 0	8 0
		Assigned to Individual Total	0 0	115 0	0 0	115 0
	Metro D Help Desk	Doug Brown	0 0	1 0	0 0	1 0
		John Robinson	0 0	3 0	0 0	3 0
		Matthew Earl	0 0	5 0	0 0	5 0
		Assigned to Individual Total	0 0	9 0	0 0	9 0
	Network Operations	Brian Chatwin	0 0	0 0	1 0	1 0
		Michael Ostrander	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0	2 0
	Operations Production Control	Cal Brinton	0 0	3 0	0 0	3 0
		Christie Burnham	0 0	9 0	0 0	9 0

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Human Services

			High	Low	Medium	MR Total
Human Services	Operations Production Control	Duane Hardy	0 0	5 0	0 0	5 0
		Assigned to Individual Total	0 0	17 0	0 0	17 0
	ORS Adobe Support	Julie Mortensen	0 0	2 1	0 0	2 1
		Justin Rasmussen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 1	0 0	3 1
	ORS Content Manager	Dan Barrett	0 0	15 1	0 0	15 1
		Les Roberts	0 0	3 0	0 0	3 0
		Pam Lee	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	19 1	0 0	19 1
	PCHELPS Gmail	Chris Olson	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Rural Central Desktop Support	Gerald Adams	0 0	40 0	0 0	40 0
		Jay Barfuss	0 0	5 0	0 0	5 0
		Jeremy Standifird	0 0	10 0	0 0	10 0

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Human Services

			High	Low	Medium	MR Total
Human Services	Rural Central Desktop Support	Jessica Purcell	0 0	35 0	0 0	35 0
		John Donaldson	0 0	9 0	0 0	9 0
		Paul Petersen	0 0	26 2	0 0	26 2
		Randy Graham	0 0	2 0	0 0	2 0
		Robert Case	0 0	34 0	0 0	34 0
		Ron LeBaron	0 0	7 0	0 0	7 0
		Todd Hardy	0 0	9 0	0 0	9 0
		Troy Morris	0 0	15 0	1 0	16 0
		Assigned to Individual Total	0 0	192 2	1 0	193 2
	Rural North Desktop Support	Dane Smith	0 0	6 0	0 0	6 0
		Don Higgs	0 0	1 0	0 0	1 0
		Kelly Warren	0 0	2 1	0 0	2 1
		Kim Ratuszniak	0 0	26 0	0 0	26 0
		Lori Hartzell	0 0	7 2	0 0	7 2

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Human Services

			High	Low	Medium	MR Total
Human Services	Rural North Desktop Support	Rodney Peterson	0 0	1 0	0 0	1 0
		Ruston McKay	0 0	49 0	0 0	49 0
		Ryan Casey	0 0	11 0	0 0	11 0
		Wayne Higgs	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	105 3	0 0	105 3
	Rural South Desktop Support	Dan Anthony	0 0	4 0	0 0	4 0
		Doug Chaston	0 0	2 0	0 0	2 0
		Joel Finlinson	0 0	3 0	0 0	3 0
		Julie Christensen	0 0	1 0	0 0	1 0
		Lance Nay	0 0	58 0	0 0	58 0
		Lane Adams	0 0	3 0	0 0	3 0
		Scott Jesienouski	0 0	8 0	0 0	8 0
		Silas Aitchison	0 0	10 0	0 0	10 0
		Assigned to Individual Total	0 0	89 0	0 0	89 0

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Human Services

			High	Low	Medium	MR Total
Human Services	Salt Lake Data Center Operations	Darren Wayment	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Strategic Communications	Dennis Rogers	0 0	3 1	0 0	3 1
		Luis Larios	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	7 1	0 0	7 1
	Technical Lead/Project Manager	Dustin Crump	0 0	1 0	0 0	1 0
		John Stephenson	0 0	8 7	0 0	8 7
		Mark Lowe	0 0	1 0	0 0	1 0
		Mart Gardner	0 0	12 3	1 0	13 3
		Martin Gonzalez	0 0	4 2	0 0	4 2
		Assigned to Individual Total	0 0	26 12	1 0	27 12
	USIIS Outreach	Lisa Young	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Voice Operations	Gail Christiansen	1 0	4 0	1 0	6 0

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Human Services

			High	Low	Medium	MR Total
Human Services	Voice Operations	James Gifford	0 0	3 0	1 0	4 0
		Julie Sabato	0 0	2 0	0 0	2 0
		Kelly Johnson	0 0	5 0	0 0	5 0
		Romanza Hamblin Sorensen	0 0	23 0	0 0	23 0
		Assigned to Individual Total	1 0	37 0	2 0	40 0
	Voice/Data/WAN Services	Greg Blessing	0 0	1 0	0 0	1 0
		Jana Gunnell	0 0	1 0	0 0	1 0
		Mark Thomas	0 0	1 0	0 0	1 0
		T Artis	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	6 0	0 0	6 0
	Assigned Group Total		3 0	2,247 70	9 2	2,259 72
Customer Company Total			3 0	2,247 70	9 2	2,259 72

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Human Services

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Human Services	Application Services	Bill Felt	0 0.00	1 0.00	0 0.00	1 0.00
		Chad Fowers	0 0.00	1 0.00	0 0.00	1 0.00
		Danielle Hood	0 0.00	16 21.49	1 1.52	17 20.24
		Dustin Crump	0 0.00	19 9.38	0 0.00	19 9.38
		Mart Gardner	0 0.00	2 5.67	0 0.00	2 5.67
		Paul Lundell	0 0.00	1 17.56	0 0.00	1 17.56
		Terry Forsgren	0 0.00	1 5.19	0 0.00	1 5.19
		Tony Larsen	0 0.00	7 4.05	0 0.00	7 4.05
		Assigned to Individual Total	0 0.00	48 11.98	1 1.52	49 11.76
	Application Support	Justin Rasmussen	0 0.00	1 0.00	0 0.00	1 0.00
		Terry Davis	0 0.00	1 12.06	0 0.00	1 12.06

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Human Services

			High	Low	Medium	ATTR Total
Human Services	Application Support	Assigned to Individual Total	0 0.00	2 6.03	0 0.00	2 6.03
	Application Support - MMIS	Steven Hegji	0 0.00	1 12.47	0 0.00	1 12.47
		Assigned to Individual Total	0 0.00	1 12.47	0 0.00	1 12.47
	Application Support - Web Sites	Dennis Allred	0 0.00	2 5.90	0 0.00	2 5.90
		Assigned to Individual Total	0 0.00	2 5.90	0 0.00	2 5.90
	Campus Networking	Robert Ryan	0 0.00	2 0.73	1 0.26	3 0.57
		Assigned to Individual Total	0 0.00	2 0.73	1 0.26	3 0.57
	Capitol Hosting	Curtis Parker	1 1.64	1 14.89	0 0.00	2 8.26
		Dale Hicks	0 0.00	1 0.00	0 0.00	1 0.00
		Mike Tyrrell	0 0.00	1 1.61	0 0.00	1 1.61
		Assigned to Individual Total	1 1.64	3 5.50	0 0.00	4 4.53
	Enterprise Security	Bobette Phillips	0 0.00	1 17.24	1 57.69	2 37.46
		Jed Johnson	0 0.00	2 13.65	0 0.00	2 13.65
		Sharon Smith	0 0.00	6 7.67	0 0.00	6 7.67

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Human Services

			High	Low	Medium	ATTR Total
Human Services	Enterprise Security	Assigned to Individual Total	0 0.00	9 10.06	1 57.69	10 14.82
	Help Desk	Brenda Treadway	0 0.00	63 0.30	0 0.00	63 0.30
		Dawn Wayment	0 0.00	2 0.71	0 0.00	2 0.71
		Eileen Dubach	0 0.00	40 1.26	0 0.00	40 1.26
		James Stearns	0 0.00	48 0.04	0 0.00	48 0.04
		Julie VanBeekum	0 0.00	43 1.66	1 15.29	44 1.98
		None	0 0.00	1 0.00	0 0.00	1 0.00
		Sarah Johnson	0 0.00	11 1.34	0 0.00	11 1.34
		Vicky Marrelli	0 0.00	74 0.42	0 0.00	74 0.42
		Assigned to Individual Total	0 0.00	282 0.67	1 15.29	283 0.72
	Mainframe Systems Support	Greg Shoop	0 0.00	1 1.52	0 0.00	1 1.52
		Assigned to Individual Total	0 0.00	1 1.52	0 0.00	1 1.52
	Metro A Desktop Support	Adam Staks	0 0.00	2 3.83	0 0.00	2 3.83
		Mike Beynon	0 0.00	26 0.37	0 0.00	26 0.37

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Human Services

			High	Low	Medium	ATTR Total
Human Services	Metro A Desktop Support	Assigned to Individual Total	0 0.00	28 0.61	0 0.00	28 0.61
	Metro A Help Desk	Ed Conrad	0 0.00	6 0.03	0 0.00	6 0.03
		Edward Fortner	0 0.00	1 0.00	0 0.00	1 0.00
		Liz Evans	0 0.00	1 0.28	0 0.00	1 0.28
		Assigned to Individual Total	0 0.00	8 0.06	0 0.00	8 0.06
	Metro B Desktop Support	Annice Valdez	0 0.00	80 0.94	0 0.00	80 0.94
		Anthony Booyse	0 0.00	19 1.57	0 0.00	19 1.57
		Austin Farey	0 0.00	5 1.09	0 0.00	5 1.09
		Bill Crowther	0 0.00	5 1.23	0 0.00	5 1.23
		Cindy Reed	0 0.00	16 1.02	0 0.00	16 1.02
		Jay Locker	1 0.51	21 0.88	0 0.00	22 0.86
		Mike Sine	0 0.00	2 0.15	0 0.00	2 0.15
		Mike Wilde	0 0.00	17 0.92	0 0.00	17 0.92
		Peter Musser	0 0.00	25 0.87	0 0.00	25 0.87

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Human Services

			High	Low	Medium	ATTR Total
Human Services	Metro B Desktop Support	Sean Chadbourne	0 0.00	5 0.16	0 0.00	5 0.16
		Stephanie Young	0 0.00	13 1.03	0 0.00	13 1.03
		Tyler Pearce	0 0.00	8 0.49	0 0.00	8 0.49
		Assigned to Individual Total	1 0.51	216 0.96	0 0.00	217 0.96
	Metro B Help Desk	Gary Graham	0 0.00	229 0.49	0 0.00	229 0.49
		Todd Manning	0 0.00	376 0.12	0 0.00	376 0.12
		Val Shepherd	0 0.00	400 0.56	0 0.00	400 0.56
		Assigned to Individual Total	0 0.00	1,005 0.38	0 0.00	1,005 0.38
	Metro B Hosting	James Gramse	0 0.00	1 0.88	0 0.00	1 0.88
		Ken Bolkcom	0 0.00	1 0.95	0 0.00	1 0.95
		Paul Seager	0 0.00	2 1.08	0 0.00	2 1.08
		Assigned to Individual Total	0 0.00	4 1.00	0 0.00	4 1.00
	Metro C Desktop Support	Benjamin Moore	0 0.00	1 5.67	0 0.00	1 5.67
		Assigned to Individual Total	0 0.00	1 5.67	0 0.00	1 5.67

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Human Services

			High	Low	Medium	ATTR Total
Human Services	Metro C Help Desk	Chris Olson	0 0.00	3 0.43	0 0.00	3 0.43
		Cindy Romrell	0 0.00	1 0.00	0 0.00	1 0.00
		Reed Stohel	0 0.00	103 0.00	0 0.00	103 0.00
		Ross Owen	0 0.00	8 0.16	0 0.00	8 0.16
		Assigned to Individual Total	0 0.00	115 0.02	0 0.00	115 0.02
	Metro D Help Desk	Doug Brown	0 0.00	1 0.00	0 0.00	1 0.00
		John Robinson	0 0.00	3 0.86	0 0.00	3 0.86
		Matthew Earl	0 0.00	5 0.00	0 0.00	5 0.00
		Assigned to Individual Total	0 0.00	9 0.29	0 0.00	9 0.29
	Network Operations	Brian Chatwin	0 0.00	0 0.00	1 0.55	1 0.55
		Michael Ostrander	0 0.00	1 0.27	0 0.00	1 0.27
		Assigned to Individual Total	0 0.00	1 0.27	1 0.55	2 0.41
	Operations Production Control	Cal Brinton	0 0.00	3 0.00	0 0.00	3 0.00
		Christie Burnham	0 0.00	9 0.00	0 0.00	9 0.00

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Human Services

			High	Low	Medium	ATTR Total
Human Services	Operations Production Control	Duane Hardy	0 0.00	5 0.26	0 0.00	5 0.26
		Assigned to Individual Total	0 0.00	17 0.08	0 0.00	17 0.08
	ORS Adobe Support	Julie Mortensen	0 0.00	2 8.92	0 0.00	2 8.92
		Justin Rasmussen	0 0.00	1 4.61	0 0.00	1 4.61
		Assigned to Individual Total	0 0.00	3 7.48	0 0.00	3 7.48
	ORS Content Manager	Dan Barrett	0 0.00	15 1.75	0 0.00	15 1.75
		Les Roberts	0 0.00	3 2.13	0 0.00	3 2.13
		Pam Lee	0 0.00	1 1.27	0 0.00	1 1.27
		Assigned to Individual Total	0 0.00	19 1.79	0 0.00	19 1.79
	PCHELPS Gmail	Chris Olson	0 0.00	4 1.10	0 0.00	4 1.10
		Assigned to Individual Total	0 0.00	4 1.10	0 0.00	4 1.10
	Rural Central Desktop Support	Gerald Adams	0 0.00	40 0.06	0 0.00	40 0.06
		Jay Barfuss	0 0.00	5 0.00	0 0.00	5 0.00
		Jeremy Standifird	0 0.00	10 1.56	0 0.00	10 1.56

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Human Services

			High	Low	Medium	ATTR Total
Human Services	Rural Central Desktop Support	Jessica Purcell	0 0.00	35 0.01	0 0.00	35 0.01
		John Donaldson	0 0.00	9 1.21	0 0.00	9 1.21
		Paul Petersen	0 0.00	26 2.81	0 0.00	26 2.81
		Randy Graham	0 0.00	2 0.00	0 0.00	2 0.00
		Robert Case	0 0.00	34 0.55	0 0.00	34 0.55
		Ron LeBaron	0 0.00	7 0.15	0 0.00	7 0.15
		Todd Hardy	0 0.00	9 1.45	0 0.00	9 1.45
		Troy Morris	0 0.00	15 0.79	1 0.27	16 0.76
		Assigned to Individual Total	0 0.00	192 0.77	1 0.27	193 0.77
	Rural North Desktop Support	Dane Smith	0 0.00	5 0.41	0 0.00	5 0.41
		Don Higgs	0 0.00	1 1.27	0 0.00	1 1.27
		Kelly Warren	0 0.00	2 19.80	0 0.00	2 19.80
		Kim Ratushniak	0 0.00	26 0.14	0 0.00	26 0.14
		Lori Hartzell	0 0.00	7 3.65	0 0.00	7 3.65

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Human Services

			High	Low	Medium	ATTR Total
Human Services	Rural North Desktop Support	Rodney Peterson	0 0.00	1 0.24	0 0.00	1 0.24
		Ruston McKay	0 0.00	49 0.29	0 0.00	49 0.29
		Ryan Casey	0 0.00	11 1.20	0 0.00	11 1.20
		Wayne Higgs	0 0.00	2 1.13	0 0.00	2 1.13
		Assigned to Individual Total	0 0.00	104 0.98	0 0.00	104 0.98
	Rural South Desktop Support	Dan Anthony	0 0.00	4 1.01	0 0.00	4 1.01
		Doug Chaston	0 0.00	2 0.08	0 0.00	2 0.08
		Joel Finlinson	0 0.00	3 0.14	0 0.00	3 0.14
		Julie Christensen	0 0.00	1 0.65	0 0.00	1 0.65
		Lance Nay	0 0.00	58 0.03	0 0.00	58 0.03
		Lane Adams	0 0.00	3 0.03	0 0.00	3 0.03
		Scott Jesienouski	0 0.00	8 0.21	0 0.00	8 0.21
		Silas Aitchison	0 0.00	10 0.93	0 0.00	10 0.93
		Assigned to Individual Total	0 0.00	89 0.20	0 0.00	89 0.20

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Human Services

			High	Low	Medium	ATTR Total
Human Services	Salt Lake Data Center Operations	Darren Wayment	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Strategic Communications	Dennis Rogers	0 0.00	3 3.58	0 0.00	3 3.58
		Luis Larios	0 0.00	4 2.80	0 0.00	4 2.80
		Assigned to Individual Total	0 0.00	7 3.13	0 0.00	7 3.13
	Technical Lead/Project Manager	Dustin Crump	0 0.00	1 0.43	0 0.00	1 0.43
		John Stephenson	0 0.00	8 10.68	0 0.00	8 10.68
		Mark Lowe	0 0.00	1 1.07	0 0.00	1 1.07
		Mart Gardner	0 0.00	12 5.87	1 3.09	13 5.66
		Martin Gonzalez	0 0.00	4 7.56	0 0.00	4 7.56
		Assigned to Individual Total	0 0.00	26 7.21	1 3.09	27 7.06
	USIIS Outreach	Lisa Young	0 0.00	1 8.14	0 0.00	1 8.14
		Assigned to Individual Total	0 0.00	1 8.14	0 0.00	1 8.14
	Voice Operations	Gail Christiansen	1 0.36	4 0.83	1 0.39	6 0.68

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Human Services

			High	Low	Medium	ATTR Total
Human Services	Voice Operations	James Gifford	0 0.00	3 0.48	1 1.19	4 0.66
		Julie Sabato	0 0.00	2 0.74	0 0.00	2 0.74
		Kelly Johnson	0 0.00	5 0.63	0 0.00	5 0.63
		Romanza Hamblin Sorensen	0 0.00	23 0.74	0 0.00	23 0.74
		Assigned to Individual Total	1 0.36	37 0.71	2 0.79	40 0.71
	Voice/Data/WAN Services	Greg Blessing	0 0.00	1 2.54	0 0.00	1 2.54
		Jana Gunnell	0 0.00	1 0.76	0 0.00	1 0.76
		Mark Thomas	0 0.00	1 1.33	0 0.00	1 1.33
		T Artis	0 0.00	3 1.48	0 0.00	3 1.48
		Assigned to Individual Total	0 0.00	6 1.51	0 0.00	6 1.51
	Assigned Group Total		3 0.84	2,243 0.94	9 8.92	2,255 0.97
Customer Company Total			3 0.84	2,243 0.94	9 8.92	2,255 0.97

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Human Services

Detail

INC000000579595	Joye Downey ORS Content Manager	Print/Copy/Scan/Fax Les Roberts	Incident Human Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	1.95 5.66
INC000000589870	Alycia Jurgela Metro A Desktop Support	None Mike Beynon	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.54 0.60
INC000000590923	Mike Hebdon Metro B Desktop Support	PC/Laptop Annice Valdez	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.01
INC000000593921	Margo Vick Application Services	Application Tony Larsen	None Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.14 3.13
INC000000594873	Amanda Burtenshaw Metro B Desktop Support	Application Peter Musser	Error Human Services	SAFE Low	Resolved	TIR Missed: No TTR Missed: No	0.09 0.28
INC000000595225	Judy Sanders Metro B Desktop Support	Application Stephanie Young	None Human Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	0.31 1.05
INC000000596737	Sherri Hernandez ORS Content Manager	None Dan Barrett	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000597235	Brian Parkinson Rural North Desktop Support	Network Dane Smith	Performance Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.22 0.22
INC000000597421	Ayn Averett Application Services	Application Tony Larsen	Error Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: Yes	0.26 10.19
INC000000598007	Heber Tippetts Metro C Help Desk	None Reed Stohel	None Human Services	SAFE Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000598048	Marilee Greenland Metro A Desktop Support	Application Adam Staks	Error Human Services	SAFE Low	Closed	TIR Missed: No TTR Missed: No	0.00 5.77
INC000000598250	Kay Layton Metro B Desktop Support	None Annice Valdez	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.04 0.08
INC000000599608	Travis Ewing Metro A Desktop Support	Application Mike Beynon	Password Human Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.27 0.27
INC000000599612	Brian C Partridge Help Desk	Mobile Devices Sarah Johnson	Error Human Services	Droid Low	Closed	TIR Missed: No TTR Missed: No	0.03 0.05
INC000000599873	Brian Parkinson Rural North Desktop Support	None Dane Smith	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: N/A	0.11
INC000000599932	Wendy Naylor Metro B Desktop Support	None Jay Locker	None Human Services	Documentum Low	Resolved	TIR Missed: No TTR Missed: No	0.14 1.34

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Human Services

INC00000059975	Tiffani Diamond Rural Central Desktop Support	None Jessica Purcell	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC00000060033	Merilee Wendell Metro B Desktop Support	None Annice Valdez	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 5.91
INC000000600238	Stacey Gleed Application Services	None Tony Larsen	None Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.45 0.92
INC000000600345	Judy Rose Metro B Desktop Support	None Austin Farey	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.15 1.37
INC000000600502	Paul Avery Rural Central Desktop Support	Network Troy Morris	Incident Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.81 1.87
INC000000600688	Lyndsay A Smith Metro B Help Desk	Application Todd Manning	Error Human Services	SAFE Low	Closed	TIR Missed: No TTR Missed: No	0.26 0.26
INC000000600787	Jacque Illguth Metro B Help Desk	Application Val Shepherd	Error Human Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	0.28 0.29
INC000000600803	Mary C Blackburn Metro B Desktop Support	Print/Copy/Scan/Fax Austin Farey	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.32 1.16
INC000000601022	Susan Burke Metro B Desktop Support	None Tyler Pearce	None Human Services	Microsoft Word Low	Closed	TIR Missed: No TTR Missed: No	0.11 0.52
INC000000601064	Jim Larsen Rural Central Desktop Support	PC/Laptop John Donaldson	Performance Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.70 0.72
INC000000601088	Stuart Schroeder Metro B Hosting	Application Paul Seager	Password Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.45 2.17
INC000000601130	Brian Parnell Application Services	Application Danielle Hood	None Human Services	Gmail Low	Closed	TIR Missed: Yes TTR Missed: No	4.80 5.08
INC000000601218	Jed Cook Rural Central Desktop Support	PC/Laptop Troy Morris	Error Human Services	Microsoft Office Professional 20 Low	Closed	TIR Missed: Yes TTR Missed: No	1.53 3.62
INC000000601308	Arla Jensen Rural Central Desktop Support	Application Jessica Purcell	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.32 0.47
INC000000601436	Monica Kitchens Metro B Help Desk	Application Gary Graham	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.42
INC000000601437	Joni Lance Application Services	None Danielle Hood	None Human Services	None Medium	Closed	TIR Missed: No TTR Missed: No	0.00 1.52
INC000000601439	Dianne Garcia Help Desk	Network Brenda Treadway	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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Human Services

INC000000601451	Amy Whittle	None	None	RSA SecurID Software Token	TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	0.03
INC000000601456	Kevin Kilburn	Application	None	Google Chrome	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000601462	Julie Williams	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low Closed	TTR Missed: No	0.00
INC000000601468	Ivana Meandzija	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000601469	Ivana Meandzija	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000601478	Becky Gallegos	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.42
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	1.29
INC000000601487	Roxanne Scoggan	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
INC000000601488	Theresa Richardson	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
INC000000601495	Karen Grenz	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000601501	Robert Jowett	None	None	Microsoft Windows 7	TIR Missed: No	0.15
	Metro B Desktop Support	Cindy Reed	Human Services	Low Closed	TTR Missed: No	1.54
INC000000601503	Eva Clarke	Application	Error	RSA SecurID Software Token	TIR Missed: No	0.35
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.35
INC000000601505	Brion Terry	Application	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low Closed	TTR Missed: No	0.00
INC000000601508	Toni Mortensen	Application	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low Closed	TTR Missed: No	0.00
INC000000601512	Chad Midgley	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
INC000000601515	Lesla Howell	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Closed	TTR Missed: No	0.00
INC000000601520	Cari Horton	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000601521	Brent Perry	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00

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Human Services

INC000000601529	Jackie Stahler Voice Operations	Telecom Gail Christiansen	Call/Receive Human Services	Telephone Medium	Closed	TIR Missed: No TTR Missed: No	0.05 0.39
INC000000601532	Beverly Clark Metro B Desktop Support	None Cindy Reed	None Human Services	Google Chrome Low	Closed	TIR Missed: Yes TTR Missed: No	1.15 1.64
INC000000601533	Tami Edwards Metro B Desktop Support	PC/Laptop Cindy Reed	Hardware Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.09 0.36
INC000000601535	Heather Casutt Metro C Help Desk	None Reed Stohel	None Human Services	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000601538	Valerie A Stice Metro B Desktop Support	None Annice Valdez	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 1.72
INC000000601557	Terri Sawyer Rural Central Desktop Support	Network Troy Morris	Password Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000601565	Scott Gerber Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000601566	Shirley Bleazard Metro B Help Desk	Application Todd Manning	None Human Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000601570	Eric Jenkins Rural Central Desktop Support	Application Paul Petersen	None Human Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	0.00 4.61
INC000000601571	Chris Morton Metro B Help Desk	Network Todd Manning	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000601575	Matthew Froelich Rural Central Desktop Support	Application Paul Petersen	None Human Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	0.00 4.59
INC000000601578	April Graham Metro B Help Desk	None Gary Graham	None Human Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.17
INC000000601581	Heather Casutt Metro B Help Desk	Print/Copy/Scan/Fax Gary Graham	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000601590	Debbie Stevens Rural North Desktop Support	Application Kim Ratuszniak	Reporting Human Services	Google Chrome Low	Closed	TIR Missed: No TTR Missed: No	0.74 0.74
INC000000601592	Xavier Tisdol Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000601613	Korby Pennington Help Desk	Application Brenda Treadway	Reporting Human Services	RSA SecurID Software Token Low	Closed	TIR Missed: No TTR Missed: No	0.29 0.63
INC000000601622	Jodi Delaney Help Desk	Network James Stearns	Incident Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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Human Services

INC000000601631	Ashlee Dennett	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000601655	Ron Mervis	None	None	None	TIR Missed: No	0.23
Metro B Desktop Support	Cindy Reed	Human Services	Low	Closed	TTR Missed: No	0.32
INC000000601666	Polly Colbert	EIS Hardware	Printer	None	TIR Missed: No	0.08
Strategic Communications	Luis Larios	Human Services	Low	Closed	TTR Missed: No	2.71
INC000000601670	Chris Morton	None	None	None	TIR Missed: No	0.51
Metro B Desktop Support	Cindy Reed	Human Services	Low	Closed	TTR Missed: No	2.03
INC000000601694	Beverly Clark	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000601696	Hilary Downing	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.24
Metro B Desktop Support	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	1.22
INC000000601701	Monica Kitchens	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000601727	Kelsey Clark	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000601730	Stephanie Martinez	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.09
Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	1.67
INC000000601735	Laureen Wilson	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000601736	Laureen Wilson	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000601739	Dorothy Richardson	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000601740	Danelle England	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000601748	Vicki Carver	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000601752	John Macfarlane	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000601769	Melissa Anderson	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000601774	Jacalynn Fredrickson	Application	Reporting	Utah Master Directory	TIR Missed: No	0.00
Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000601788	Leslee Butterfield	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000601789	David Solum	Application	Password	PGP		TIR Missed: No	0.13
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	0.69
INC000000601803	Sherri Hernandez	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000601808	Kolleen Fortner	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.33
	Metro B Desktop Support	Cindy Reed	Human Services	Low	Closed	TTR Missed: No	0.75
INC000000601816	Beverly Clark	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000601834	Judy Alice Harrington	Telecom	Voice Mail	Telephone		TIR Missed: No	0.22
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.23
INC000000601839	Hilary Downing	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000601844	Nancy Thompson	Application	Reporting	Novell GroupWise		TIR Missed: Yes	1.13
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	1.35
INC000000601859	Cynthia Vitko	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000601863	Chris Wride	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000601864	Tara Jorgenson	Application	Reporting	Cisco AnyConnect VPN Client		TIR Missed: No	0.78
	Metro B Desktop Support	Mike Wilde	Human Services	Low	Closed	TTR Missed: No	2.90
INC000000601870	Terri Dixon	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000601875	Keri Carter	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000601901	Jim Schwartz	PC/Laptop	None	None		TIR Missed: Yes	1.09
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	1.09
INC000000601904	Erica Wankier	Application	Error	Microsoft Office		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed: No	2.50
INC000000601910	Rachel Gordon	Application	Reporting	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000601912	Chantel Harvey	Application	None	PGP		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: Yes	6.98

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INC000000601913	Jilene Gunther	Telecom	Feature	None		TIR Missed: No	0.64
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	1.73
INC000000601919	Lisa Green	Application	Password	Citrix ICA Client		TIR Missed: No	0.49
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.53
INC000000601931	Trisha Reynolds	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000601942	Susan U Green	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: No	0.12
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	0.34
INC000000601946	Elitza Padilla	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000601969	Donelle Clements	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	2.09
INC000000601980	Grant Tolley	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000601988	Brian Mendenhall	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000601994	Rachel Gordon	Application	Error	ZENworks for Desktops		TIR Missed: No	0.06
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	1.55
INC000000602014	Tracey Sloan	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.08
INC000000602023	Matt Parker	PC/Laptop	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000602028	Thelma Sorensen	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000602031	lilian gilbert	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000602039	Janet E Campbell	None	None	None		TIR Missed: No	0.75
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.75
INC000000602052	Suzanne O'Connell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000602055	Jeanine Taylor	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000602057	Alicia Norris	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed: No	0.51

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INC000000602062	Ronda Jones	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000602063	Suzanne O'Connell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000602064	Susan Eddy	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000602065	Pam Nacario	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000602067	Lisa Peek	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000602070	Bart Schenck	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000602071	Kehlie Gomez	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000602077	Scott Richman	Application	None	Citrix ICA Client		TIR Missed: No	0.24
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.24
INC000000602079	Cynthia Akins	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000602097	Tami Fullerton	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000602128	Robert Snarr	Application	Error	Pre-Admission Screening/Resid		TIR Missed: No	0.65
	Capitol Hosting	Curtis Parker	Human Services	High	Closed	TTR Missed: No	1.64
INC000000602133	Celeste LaBorde	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000602134	Julienne Rhees	Network	None	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000602166	Erik Bouchard	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: Yes	10.08
INC000000602171	Paul Whitehead	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000602176	Shannon Starley	None	None	None		TIR Missed: Yes	1.14
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No	1.14
INC000000602177	David Dinger	PC/Laptop	Performance	None		TIR Missed: No	0.14
	Metro B Desktop Support	Mike Wilde	Human Services	Low	Closed	TTR Missed: No	0.23

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INC000000602180	Teresa Gray	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000602184	Scott Weight	PC/Laptop	Hardware	None		TIR Missed: No	0.02
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	1.08
INC000000602185	Steven Sullivan	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000602187	Diana Fuchs	Application	None	Mozilla Firefox		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.78
INC000000602189	Delayne Heinhold	Application	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000602195	Jenny Nicholas	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000602211	Antonette Salazar	PC/Laptop	Hardware	None		TIR Missed: No	0.08
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.09
INC000000602216	Stephanie Hovat	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000602244	Diana Fuchs	Application	None	Java Platform SE		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000602249	Linda Tripp	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000602252	Katie McEntire	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000602271	Edith Martinez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000602277	Lennie Knowlton	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: No	0.64
	Metro B Desktop Support	Peter Musser	Human Services	Low	Resolved	TTR Missed: No	0.64
INC000000602278	Vickie Jones	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000602282	Trena Adams	None	None	None		TIR Missed: No	0.41
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Closed	TTR Missed: No	0.41
INC000000602293	Wendy Whiting	Application	Error	None		TIR Missed: No	0.18
	Metro A Desktop Support	Adam Staks	Human Services	Low	Closed	TTR Missed: No	1.88
INC000000602295	Maria Justice	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000602296	Teri Lee Weimer	Application	Password	Utah Master Directory	TIR Missed: No	0.51
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.51
INC000000602304	Frank Long	None	None	None	TIR Missed: No	0.39
Metro B Hosting	Ken Bolkcom	Human Services	Low	Closed	TTR Missed: No	0.95
INC000000602306	Brent Platt	Application	Password	PGP	TIR Missed: Yes	1.00
Metro B Desktop Support	Mike Wilde	Human Services	Low	Closed	TTR Missed: No	1.19
INC000000602312	Sherry Lemmon	Application	Error	SAFE	TIR Missed: No	0.41
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	3.41
INC000000602321	Kathy Wanlass	Application	None	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000602327	Linda Manning	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000602329	Craig Walters	Application	Error	Microsoft Word	TIR Missed: No	0.99
Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	1.36
INC000000602333	April Taylor	Application	None	PGP	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000602337	Beverly Clark	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.21
Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.25
INC000000602342	Lisa Green	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000602393	Mark Strebel	Application	None	ZENworks for Desktops	TIR Missed: No	0.14
Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.92
INC000000602397	Eva Clarke	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000602405	Cameron Cline	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000602409	Jamie Hinsz	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000602424	Stephanie Martinez	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000602428	Silas Gordon	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000602449	Brian Parnell	Network	Incident	None	TIR Missed: No	0.31
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.42

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INC000000602454	Joseph Gonzalez	Network	None	Novell ConsoleOne	TIR Missed: No	0.43
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	1.05
INC000000602455	Jeremy Johnston	Network	Password	Novell eDirectory	TIR Missed: No	0.16
	Metro B Desktop Support	Mike Wilde	Human Services	Low Closed	TTR Missed: No	0.77
INC000000602456	Anthony A Romero	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000602458	Angie Romero	Application	None	Google Chrome	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000602461	Daniel Musto	Application	Reporting	Novell GroupWise	TIR Missed: No	0.23
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.23
INC000000602463	Cara Webb	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
INC000000602464	Zinna Burks	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
INC000000602472	Nels Holmgren	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Human Services	Low Closed	TTR Missed: No	0.00
INC000000602476	Julie Craner	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000602477	Beverly Clark	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000602483	Nickie Stocks	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Human Services	Low Closed	TTR Missed: No	0.00
INC000000602494	Hope Bytheway	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Human Services	Low Closed	TTR Missed: No	0.00
INC000000602497	theressa bridges	Application	None	SAFE	TIR Missed: No	0.07
	Metro A Desktop Support	Mike Beynon	Human Services	Low Resolved	TTR Missed: No	0.07
INC000000602501	Melissa Anderson	Application	None	Citrix ICA Client	TIR Missed: No	0.23
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.23
INC000000602505	Erma Hawker	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000602507	Anna Peterson	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000602508	Michelle Jones	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00

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INC000000602511	Rae Atkinson Metro B Help Desk	Network Todd Manning	Incident Human Services	Novell ConsoleOne Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000602512	Saleima Pahulu Metro B Help Desk	Network Todd Manning	Incident Human Services	Novell ConsoleOne Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000602513	Savanna Allred Metro B Help Desk	Network Todd Manning	Incident Human Services	Novell ConsoleOne Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000602519	Catrena Doster Help Desk	Network Eileen Dubach	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000602529	Sandra Downard Metro B Help Desk	Application Todd Manning	Password Human Services	Citrix ICA Client Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000602530	Royce Webb Metro B Help Desk	Application Todd Manning	Password Human Services	Citrix ICA Client Low	TIR Missed: No TTR Missed: No	0.09 0.09
INC000000602542	Kevin Jackson Metro B Help Desk	Mobile Devices Val Shepherd	Error Human Services	Droid Low	TIR Missed: No TTR Missed: No	0.47 0.49
INC000000602544	Kevin Jackson Help Desk	Application James Stearns	Password Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000602568	Annie Hudson Rural Central Desktop Support	Network Gerald Adams	Password Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000602572	Garrett Manwaring Help Desk	Application James Stearns	Password Human Services	Utah Master Directory Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000602573	Garrett Manwaring Help Desk	Application James Stearns	Password Human Services	Utah Master Directory Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000602575	Beau Hendershot Application Services	None Bill Felt	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000602583	Dave Boel Rural Central Desktop Support	PC/Laptop Robert Case	Password Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000602612	Ben Lemoine Rural Central Desktop Support	Network Gerald Adams	Password Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000602637	Janis Giles Rural Central Desktop Support	Network Gerald Adams	Password Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000602653	Melissa Anderson Metro B Help Desk	Application Val Shepherd	Error Human Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.13 0.17
INC000000602681	Les Roberts Metro B Help Desk	Application Val Shepherd	None Human Services	DB2 Query Management Facility Low	TIR Missed: No TTR Missed: No	0.00 0.00

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Human Services

INC000000602695	Erin Soter	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000602710	Justina Flesher	None	None	None	TIR Missed: No	0.00
Operations Production Control	Cal Brinton	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000602720	Rae Atkinson	Network	None	Novell ConsoleOne	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.11
INC000000602721	Darren Burdette	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000602734	Mary Ferrell	None	None	Microsoft Windows 7	TIR Missed: Yes	1.79
Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	2.35
INC000000602744	Kristi Bermingham	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000602751	Casey Preece	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000602752	Rhonda Hill	PC/Laptop	Performance	None	TIR Missed: No	0.09
Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	1.75
INC000000602762	Zlatko Porobic	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Metro B Desktop Support	Stephanie Young	Human Services	Low	Closed	TTR Missed: No	5.27
INC000000602763	Devon Gere	Application	Error	Gmail	TIR Missed: No	0.00
Technical Lead/Project Manager	Martin Gonzalez	Human Services	Low	Closed	TTR Missed: No	0.81
INC000000602764	Susan Schirmer	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000602767	Ray Winger	Application	Password	Citrix ICA Client	TIR Missed: No	0.85
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.90
INC000000602773	Mary McDaniel	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000602777	Tamie Hamblin	Application	Password	BlueZone	TIR Missed: No	0.00
Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000602788	Janice Oswald	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000602789	Denise Anderson	Telecom	Call/Receive	None	TIR Missed: No	0.19
Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.27
INC000000602793	Sheri Wolfley	Mainframe	Password	BlueZone	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000602794	Mary McDaniel	None	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.08
INC000000602795	Lisa Tarbox	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000602802	Jodi Patterson	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000602805	Carol Baumann	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000602811	Brent Platt	Application	Password	PGP	TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low Closed	TTR Missed: No	0.00
INC000000602814	Chris Morton	Application	Error	Citrix ICA Client	TIR Missed: Yes	5.15
	Application Services	Terry Forsgren	Human Services	Low Closed	TTR Missed: No	5.19
INC000000602825	Meisi Collins	Application	Password	PGP	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low Closed	TTR Missed: No	0.00
INC000000602826	Brent Platt	Application	None	PGP	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000602827	Lory Pond	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low Closed	TTR Missed: No	0.00
INC000000602832	Chad Carter	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000602846	Wendy Hansen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000602848	Craig S Webb	None	None	None	TIR Missed: No	0.07
	Metro B Desktop Support	Annicc Valdez	Human Services	Low Closed	TTR Missed: No	0.09
INC000000602853	Jerad Wallace	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low Closed	TTR Missed: No	0.00
INC000000602859	Jodi Patterson	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000602863	Tracey Sloan	PC/Laptop	Error	None	TIR Missed: No	0.13
	Metro B Desktop Support	Bill Crowther	Human Services	Low Closed	TTR Missed: No	0.37
INC000000602871	Jason Heideman	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed: No	0.34
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.51
INC000000602892	Salvador Mendez	None	None	None	TIR Missed: No	0.07
	Metro B Desktop Support	Peter Musser	Human Services	Low Closed	TTR Missed: No	2.24

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INC000000602901	Clarissa Blackmer Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000602902	Sheri Wolfley Metro A Help Desk	Network Liz Evans	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.28
INC000000602928	Susannah Holden Metro B Help Desk	Application Val Shepherd	Password Human Services	Citrix ICA Client Low	TIR Missed: No TTR Missed: No	0.56 0.74
INC000000602933	Sheri Wolfley Operations Production Control	None Cal Brinton	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000602936	Amanda Best Metro C Help Desk	None Ross Owen	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000602948	Shirlene McCairns Rural Central Desktop Support	None Jessica Purcell	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000602950	Joann Naylor Voice Operations	Telecom Romanza Hamblin Sorensen	Dial Tone Human Services	Telephone Low	TIR Missed: No TTR Missed: No	0.12 2.51
INC000000602961	Nicki Bidlack Metro B Help Desk	None Todd Manning	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000602962	Clay Hiatt Metro B Help Desk	None Todd Manning	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000602964	Leslie Howell Metro B Help Desk	PC/Laptop Val Shepherd	Error Human Services	None Low	TIR Missed: No TTR Missed: No	0.30 0.59
INC000000602975	Michael Petersen Metro B Help Desk	Network Todd Manning	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000602978	Antonette Salazar Metro B Help Desk	Print/Copy/Scan/Fax Todd Manning	Queue Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000602985	Jodi Patterson Metro B Help Desk	Application Val Shepherd	Error Human Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.17 0.21
INC000000602992	Sherrie Pendleton Metro B Help Desk	None Todd Manning	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000603006	Linda Boyd-Melancon Metro B Help Desk	Application Gary Graham	Error Human Services	None Low	TIR Missed: No TTR Missed: No	0.06 0.46
INC000000603013	Wendy Hunt Application Services	Mobile Devices Dustin Crump	Error Human Services	Novell GroupWise PDA Connec Low	TIR Missed: No TTR Missed: No	0.41 1.03
INC000000603018	Allyson Dopp Metro B Help Desk	Application Todd Manning	Password Human Services	Citrix ICA Client Low	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000603021	Christina Humpherys	Application	Reporting	None		TIR Missed: No	0.46
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	2.02
INC000000603023	Mary Hyland	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603026	Chuck Berglund	Network	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.04
INC000000603051	Sherrie Pendleton	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603073	Angela Schmith	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.33
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.58
INC000000603089	Kathy Tontlewicz	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.22
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	1.62
INC000000603092	Claire Mantonya	Network	None	None		TIR Missed: No	0.17
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	0.74
INC000000603109	Julie Williams	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603139	Rick H Hansen	None	None	None		TIR Missed: No	0.62
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.69
INC000000603150	Jacqueline Perez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603157	Danette L Larsen	Application	Error	SAFE		TIR Missed: No	0.51
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.57
INC000000603160	Andre Carter	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.56
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.66
INC000000603164	Carolyn Smith	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: No	0.52
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: Yes	6.87
INC000000603180	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603184	Susannah Holden	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.36
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.46
INC000000603193	Sue Small	Application	Password	Citrix ICA Client		TIR Missed: No	0.67
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.91
INC000000603200	Nancy Acuna	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000603216	Kristy Bate	Telecom	Voice Mail	None		TIR Missed: No	0.15
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.27
INC000000603218	Kathryn Holt	Application	Error	Novell GroupWise		TIR Missed: No	0.31
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.45
INC000000603232	Victoria A. Peterson	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	1.67
INC000000603242	Heber Tippetts	Application	Password	Utah Master Directory		TIR Missed: No	0.16
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.16
INC000000603250	Diane Felt	Application	Password	Utah Master Directory		TIR Missed: No	0.31
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.31
INC000000603256	Mary C Blackburn	Network	None	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603267	Venyce martinez	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603294	Marci Brady	EIS Hardware	Printer	None		TIR Missed: No	0.57
	Strategic Communications	Dennis Rogers	Human Services	Low	Closed	TTR Missed: No	0.57
INC000000603298	Laureen Wilson	Application	None	Novell GroupWise		TIR Missed: No	0.08
	Application Services	Danielle Hood	Human Services	Low	Closed	TTR Missed: Yes	28.53
INC000000603311	Valerie Lowery	Application	Password	PGP		TIR Missed: No	0.31
	Metro B Desktop Support	Sean Chadbourne	Human Services	Low	Closed	TTR Missed: No	0.31
INC000000603315	Jackie Carter	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603317	Carrie Worthen	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603323	Dayna Nichols	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603327	Sarah Houser	None	None	DWS Web		TIR Missed: No	0.09
	Metro B Desktop Support	Bill Crowther	Human Services	Low	Closed	TTR Missed: No	0.09
INC000000603331	Kylie Stidham	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603341	Douglas Call	Application	None	Microsoft Word		TIR Missed: No	0.28
	Metro B Desktop Support	Bill Crowther	Human Services	Low	Closed	TTR Missed: No	0.28
INC000000603360	Justin Robb	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000603365	Sherry Lemmon	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603366	Stephanie Lupeamanu	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603367	Sherry Lemmon	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603368	Terri Rowley	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603370	Rebel Smith	Telecom	Dial Tone	Telephone		TIR Missed: No	0.34
	Voice/Data/WAN Services	T Artis	Human Services	Low	Closed	TTR Missed: No	0.34
INC000000603372	Cheryl Schilling	PC/Laptop	Error	Gmail		TIR Missed: No	0.65
	Rural South Desktop Support	Julie Christensen	Human Services	Low	Closed	TTR Missed: No	0.65
INC000000603377	Terri Rowley	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603379	Jody Eby	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603380	Jody Eby	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603381	Tiffani Diamond	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603415	Melissa Anderson	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603436	Danielle Leuk	Application	Password	Novell GroupWise 32-bit Windows		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603440	Aranda Howard	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603442	Takimahu Taoho	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603443	Takimahu Taoho	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603445	Malele H Mafua	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000603451	Valene Gibbs	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000603453	Linda Manning	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603455	Rachel Burningham	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603456	Pam Nacario	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603457	Cherilyn Webster	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603458	Delilah Thomas	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603462	Bill Duncan	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603464	Merilee Wendell	Application	Password	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603467	Nancy Newman	Application	Password	RSA SecurID Software Token		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603471	Steven Chen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603476	Debora Wawro	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603484	Susan Bowman	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603492	Laura Roe	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603494	Susan Burnett	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603496	Robert Jowett	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.64
INC000000603499	Tiffany Quintana	Application	None	IPCC Express		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603510	Violet Secrest	Application	Error	Office of Recovery Services Inf		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603516	Richard G Johnston	Application	None	Novell eDirectory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000603530	Rodney Brown	Network	Performance	None		TIR Missed: Yes	1.96
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No	5.15
INC000000603541	Kari Bennett	Application	None	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603542	Paige Pryor	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: No	0.05
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.12
INC000000603559	Shirley Bleazard	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	1.27
INC000000603562	Suzanne O'Connell	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603577	Robert W Johnson	Telecom	None	Telephone		TIR Missed: No	0.10
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.22
INC000000603586	Stacy Pierce	Application	None	Microsoft Excel		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603592	Frank Garcia	Application	Error	Utah Master Directory		TIR Missed: No	0.19
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.61
INC000000603593	Kimia Prince	Application	Password	Gmail		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603595	Sandra Gleed	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603598	Scott Abeyta	Application	Error	Office of Recovery Services Inf		TIR Missed: No	0.14
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	1.29
INC000000603602	Michelle Rawlinson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603606	Xavier Tisdol	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603609	Sheri Olson	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: No	0.09
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	1.37
INC000000603614	Shanna Wylie	Application	Error	SAFE		TIR Missed: No	0.15
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.31
INC000000603621	Valorie Johnson	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed: No	0.72
INC000000603623	Bill Duncan	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: No	0.06
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	0.50

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INC000000603628	Tina Lloyd	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603637	Marcie Valenzuela	None	None	McAfee VirusScan Enterprise		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603648	Gilbert Hodges	None	None	None		TIR Missed: Yes	1.56
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	3.67
INC000000603649	Valorie Johnson	Application	Password	Citrix ICA Client		TIR Missed: No	0.13
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed: No	5.21
INC000000603673	Angelique Anderson	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603691	Jamie Hayden	None	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603699	Lory Pond	Network	Error	McAfee Firewall		TIR Missed: No	0.70
	ORS Adobe Support	Justin Rasmussen	Human Services	Low	Closed	TTR Missed: No	4.61
INC000000603701	Michael C Shelley	None	None	McAfee VirusScan Enterprise		TIR Missed: Yes	1.49
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	1.49
INC000000603703	Terri Lee	Network	Password	Novell eDirectory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603716	Heidi Jones	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603721	Erin Soter	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603726	Stacie Pohahau	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603727	Michele Garrick	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603733	Kevin Kilburn	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.37
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.52
INC000000603745	Desiree Steadman	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603755	Micah Bulloch	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603773	Emmie Russom	Telecom	Feature	Telephone		TIR Missed: No	0.65
	Voice/Data/WAN Services	T Artis	Human Services	Low	Closed	TTR Missed: No	3.49

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INC000000603776	Dawna Shultz	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed: No	0.73
Help Desk	Sarah Johnson	Human Services	Low	Closed	TTR Missed: No	0.75
INC000000603783	Carol Powell	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603788	Christie Howes	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.58
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.77
INC000000603789	Kari Smith	Application	None	Google Chrome	TIR Missed: No	0.78
Metro B Desktop Support	Bill Crowther	Human Services	Low	Closed	TTR Missed: No	4.73
INC000000603792	Steve Brown	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.77
INC000000603793	Heber Tippetts	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603813	Barry Richards	Application	None	Microsoft Windows 7	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603819	Penny Rice	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603843	Rick Harwood	None	None	None	TIR Missed: No	0.66
Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	1.22
INC000000603857	Jennifer Palmer	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.04
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.83
INC000000603858	Shauna Hair	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603863	Susan Bowman	Telecom	Voice Mail	Telephone	TIR Missed: No	0.79
Voice Operations	Julie Sabato	Human Services	Low	Closed	TTR Missed: No	0.79
INC000000603875	Penny Weiss	Application	None	Microsoft Office Professional 20	TIR Missed: No	0.95
Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.96
INC000000603884	Lori Draper-smith	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603885	Susannah Burt	Application	None	Novell GroupWise	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603889	Rene Barrera	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603892	Gilbert Hodges	None	None	None	TIR Missed: No	0.00
Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	1.84

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INC000000603894	Gilbert Hodges	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	1.82
INC000000603897	Yanoula Dounias	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603903	Kathy Tollett	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603905	Donelle Clements	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.90
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	1.31
INC000000603917	Tiffany Quintana	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603927	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000603934	Patricia Coburn	Application	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	0.65
INC000000603960	Dawn Hollingsworth	Application	Password	Utah Master Directory		TIR Missed: No	0.18
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.18
INC000000603965	Stacey Gleed	Application	Error	None		TIR Missed: No	0.70
	Application Services	Tony Larsen	Human Services	Low	Closed	TTR Missed: Yes	11.78
INC000000603970	Chris Wride	Application	Password	Content Manager		TIR Missed: Yes	1.27
	ORS Content Manager	Pam Lee	Human Services	Low	Closed	TTR Missed: No	1.27
INC000000603974	Janice Oswald	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604010	Gilbert Hodges	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	0.11
INC000000604011	Melinda Tippetts	Application	Password	Utah Master Directory		TIR Missed: No	0.08
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.08
INC000000604013	Kathy Butt	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604016	Kaylani Setoki	Application	None	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604024	Sandra Gleed	Application	Error	Utah Criminal Justice Informatio		TIR Missed: No	0.28
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.29
INC000000604025	Palmer Depaulis	None	None	None		TIR Missed: No	0.29
	Voice Operations	James Gifford	Human Services	Medium	Closed	TTR Missed: No	1.19

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INC000000604026	Kathleen Wright	Application	Error	Novell GroupWise	TIR Missed: No	0.44
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.47
INC000000604041	Tina Humphrey	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Closed	TTR Missed: No	0.00
INC000000604049	Linda Long	Application	Reporting	Adobe Acrobat	TIR Missed: No	0.46
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.65
INC000000604050	Regena Bonner	Application	Reporting	PGP	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Closed	TTR Missed: No	0.00
INC000000604056	Mike Derbidge	PC/Laptop	None	None	TIR Missed: No	0.42
	Metro B Desktop Support	Annicke Valdez	Human Services	Low Closed	TTR Missed: No	0.51
INC000000604064	Kristina Gerlach	Application	Error	None	TIR Missed: No	0.94
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.94
INC000000604072	Heber Tippetts	Application	Reporting	Gmail	TIR Missed: No	0.41
	Metro A Desktop Support	Mike Beynon	Human Services	Low Closed	TTR Missed: No	0.41
INC000000604074	Mary Jensen	Telecom	Coverage Path	Telephone	TIR Missed: No	0.10
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low Closed	TTR Missed: No	0.30
INC000000604080	Nathan Hong	Application	Error	SAFE	TIR Missed: No	0.59
	Rural South Desktop Support	Scott Jesienouski	Human Services	Low Closed	TTR Missed: No	0.59
INC000000604082	Annie Beecher	Application	Password	Utah System for Tracking Eligibi	TIR Missed: No	0.08
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.50
INC000000604083	Alexandra Urban	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000604088	Annie Bennett	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000604102	Monica Kitchens	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000604111	Rebel Smith	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Rural North Desktop Support	Kelly Warren	Human Services	Low Closed	TTR Missed: No	0.00
INC000000604143	Jennifer Wyllie	PC/Laptop	Password	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000604150	Glenn Shurtz	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low Closed	TTR Missed: No	0.00
INC000000604154	Lesa Willhard	Application	Reporting	RSA SecurID Software Token	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.20

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INC000000604159	Cindy Phillips	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604165	Loretta Galvan	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604173	Scott Olsen	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.05
INC000000604184	Gaye Bluemel	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604186	Gaye Bluemel	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604188	Gaye Bluemel	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604189	Gaye Bluemel	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604190	Gaye Bluemel	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604191	Gaye Bluemel	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604192	Gaye Bluemel	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604193	Gaye Bluemel	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604194	Gaye Bluemel	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604196	Gaye Bluemel	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604197	Gaye Bluemel	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604200	Gaye Bluemel	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604201	Gaye Bluemel	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604204	Gaye Bluemel	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000604206	Gaye Bluemel Metro B Help Desk	Network Todd Manning	Incident Human Services	Novell ConsoleOne Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000604207	Gaye Bluemel Metro B Help Desk	Network Todd Manning	Incident Human Services	Novell ConsoleOne Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000604210	Alan R Misbach Metro B Help Desk	Network Todd Manning	Incident Human Services	Novell ConsoleOne Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000604220	Kristy Walker Metro B Help Desk	Mainframe Val Shepherd	Password Human Services	BlueZone Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000604222	Holly Jenkins Metro B Help Desk	Application Val Shepherd	Error Human Services	Internet Explorer Low Closed	TIR Missed: No TTR Missed: No	0.52 0.81
INC000000604226	Lisa Aragon Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000604236	David M Ward Metro B Help Desk	Network Val Shepherd	Incident Human Services	None Low Closed	TIR Missed: No TTR Missed: No	0.48 0.48
INC000000604244	Saleima Pahulu Help Desk	Application Brenda Treadway	Password Human Services	Novell GroupWise Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000604246	Lorilee Snyder Metro B Help Desk	Application Todd Manning	Password Human Services	Utah Criminal Justice Informatio Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000604254	Becky Gallegos Metro B Desktop Support	None Annice Valdez	None Human Services	None Low Closed	TIR Missed: No TTR Missed: No	0.46 0.94
INC000000604271	Kati Wheatley Voice Operations	None Romanza Hamblin Sorensen	None Human Services	None Low Closed	TIR Missed: No TTR Missed: No	0.12 0.69
INC000000604273	Jan Fryer Metro B Help Desk	Application Todd Manning	None Human Services	None Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000604281	Jessica Gallegos Help Desk	Print/Copy/Scan/Fax Brenda Treadway	Queue Human Services	None Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000604284	Dale Robins Metro B Help Desk	Application Val Shepherd	Password Human Services	Citrix ICA Client Low Closed	TIR Missed: No TTR Missed: No	0.34 0.50
INC000000604286	Marla Mathisen Metro B Help Desk	Application Val Shepherd	Password Human Services	Utah Criminal Justice Informatio Low Closed	TIR Missed: No TTR Missed: No	0.48 0.52
INC000000604292	Amy Hall Metro B Help Desk	Application Val Shepherd	Password Human Services	Citrix ICA Client Low Closed	TIR Missed: No TTR Missed: No	0.29 0.42
INC000000604295	Paula K Douglass Help Desk	Print/Copy/Scan/Fax Brenda Treadway	Queue Human Services	None Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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Human Services

INC000000604303	Saleima Pahulu	None	None	None		TIR Missed: No	0.27
	Metro B Desktop Support	Cindy Reed	Human Services	Low	Closed	TTR Missed: No	3.77
INC000000604307	Marie Lira Chatterley	Application	Error	Novell GroupWise		TIR Missed: No	0.52
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.52
INC000000604308	Janis Widdison	PC/Laptop	Error	None		TIR Missed: No	0.11
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed: No	5.76
INC000000604311	Manuel Gonzales	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604315	Saleima Pahulu	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604316	Bill Boyle	Network	None	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604329	Pam Boydston	Network	None	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604336	Pam Madsen	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: No	0.37
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	1.70
INC000000604340	Shawna Peterson	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604342	Marilyn Bonnett	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604343	Michele Garrick	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604347	Regena Bonner	Application	Password	PGP		TIR Missed: No	0.35
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.92
INC000000604359	Jamie Howells	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604367	Tamera Weis	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604368	Mandy Caswell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604376	Devon Gere	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604380	Violet Secrest	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00

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Human Services

INC000000604388	Travis Ewing	None	None	None		TIR Missed: No	0.18
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Closed	TTR Missed: No	0.18
INC000000604392	Nancy Nixon	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604393	Heather Casutt	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604395	Danette L Larsen	None	None	None		TIR Missed: No	0.16
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Closed	TTR Missed: No	0.16
INC000000604398	Travis Ewing	None	None	None		TIR Missed: No	0.13
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Closed	TTR Missed: No	0.13
INC000000604400	Jennifer Wagner	None	None	None		TIR Missed: No	0.16
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Closed	TTR Missed: No	0.16
INC000000604429	Rick Birrell	None	None	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604437	Jim A Miller	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604438	Shauna Iverson	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604454	Kathy Butt	Application	None	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604456	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604458	Lory Pond	EIS Hardware	None	None		TIR Missed: No	0.36
	Strategic Communications	Luis Larios	Human Services	Low	Closed	TTR Missed: No	3.32
INC000000604459	Lory Pond	Telecom	Call/Receive	None		TIR Missed: No	0.27
	Voice Operations	Julie Sabato	Human Services	Low	Closed	TTR Missed: No	0.70
INC000000604464	Julie Craner	Application	Error	Content Manager		TIR Missed: No	0.22
	ORS Content Manager	Les Roberts	Human Services	Low	Closed	TTR Missed: No	0.22
INC000000604470	Nancy Staker	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604474	Christina Humpherys	Application	Password	Utah Criminal Justice Information System		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604487	Chad Carter	Application	None	Microsoft Windows XP Professional		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000604495	John Macfarlane	Application	Reporting	Microsoft Excel		TIR Missed: No	0.83
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.86
INC000000604498	Gregory Hirst	Application	None	SAFE		TIR Missed: No	0.16
	Rural South Desktop Support	Scott Jesienouski	Human Services	Low	Closed	TTR Missed: No	0.16
INC000000604501	Shauna Thomas	Application	None	Adobe Contribute		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.64
INC000000604511	Janet Froelich	Application	None	Active Directory		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604523	Anna Owen	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604525	Kay Layton	Application	Error	Microsoft Word		TIR Missed: No	0.33
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.65
INC000000604526	Rose Poll	Application	Reporting	PGP		TIR Missed: No	0.59
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.62
INC000000604531	Kristy Walker	Application	None	Content Manager		TIR Missed: Yes	2.94
	ORS Content Manager	Dan Barrett	Human Services	Low	Closed	TTR Missed: No	2.94
INC000000604555	Diana Corona	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.28
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.28
INC000000604567	Kathleen Wright	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604621	Nancy Nixon	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604625	Leeann Robinson	Application	Error	None		TIR Missed: No	0.28
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.28
INC000000604637	Angela Robbins	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604648	Trent Clements	Telecom	Voice Mail	Telephone		TIR Missed: Yes	1.14
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	1.22
INC000000604664	Tonya Myrup	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604667	Lisa Lewis	Application	None	Google Chrome		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604668	Jumpol Jatura	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000604682	Kay Layton	None	None	None		TIR Missed: No	0.16
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.59
INC000000604698	Kirsi Keith	PC/Laptop	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604719	Calleen Chivers	Application	Password	BlueZone		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604734	Rose Poll	Application	Error	Google Chrome		TIR Missed: No	0.54
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.55
INC000000604752	Grant Tolley	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.12
	Metro B Desktop Support	Stephanie Young	Human Services	Low	Closed	TTR Missed: No	0.12
INC000000604774	Luara Mair	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604796	James Eskelsen	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Dane Smith	Human Services	Low	Closed	TTR Missed: No	0.18
INC000000604799	Kim Gaisford	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604804	Merilee Wendell	Application	None	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604812	Rebecca Collier	None	None	None		TIR Missed: No	0.00
	ORS Content Manager	Dan Barrett	Human Services	Low	Closed	TTR Missed: No	0.27
INC000000604827	Laura Roe	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604829	Verla Roach	Network	Error	None		TIR Missed: No	0.19
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.45
INC000000604846	Dani Bailey	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	1.06
INC000000604848	Heather Rondorf	None	None	None		TIR Missed: No	0.00
	ORS Content Manager	Dan Barrett	Human Services	Low	Closed	TTR Missed: No	0.28
INC000000604852	Steve Jay	None	None	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604859	Donovan Bergstrom	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604860	Zlatko Porobic	Application	None	BlueZone		TIR Missed: No	0.23
	Mainframe Systems Support	Greg Shoop	Human Services	Low	Closed	TTR Missed: No	1.52

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INC000000604863	Jason Burton	None	None	None		TIR Missed: No	0.00
	ORS Content Manager	Dan Barrett	Human Services	Low	Closed	TTR Missed: No	0.17
INC000000604866	Jennifer Jamalkowski	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604884	Lisa Aragon	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604888	Lynn Parkin	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604892	Tracey Sloan	PC/Laptop	Error	State Payroll Time Entry System		TIR Missed: No	0.13
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.77
INC000000604895	Charlene Nelson	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604914	Julia Kolovich	Application	None	eFIND/eSHARE		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604915	Justina Flesher	Network	None	Novell ConsoleOne		TIR Missed: No	0.05
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.19
INC000000604922	Nathan Ponis	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604924	Michele Garrick	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604927	Justina Flesher	Application	None	Novell GroupWise		TIR Missed: No	0.11
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.48
INC000000604933	Marcie Valenzuela	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.36
INC000000604934	Levi Marsing	Application	Password	Utah Master Directory		TIR Missed: No	0.04
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.27
INC000000604935	Linda Bassett	Application	Password	ZENworks for Desktops		TIR Missed: No	0.35
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.89
INC000000604937	Justina Flesher	Application	None	Novell GroupWise		TIR Missed: No	0.29
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.81
INC000000604956	Holly Pope	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604959	Kerry Hansen	Application	None	Google Chrome		TIR Missed: No	0.11
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.86

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INC000000604965	Ed Conley	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604978	Takimahu Taoho	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604981	Tracy Wiggill	Application	None	Google Chrome		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604988	Stephanie Kenney	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.05
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.09
INC000000604989	Linda Manning	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000604993	Eva Clarke	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.10
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.12
INC000000605001	Jeanne Godfrey	Application	Error	Microsoft Windows 7		TIR Missed: No	0.15
	Rural North Desktop Support	Kim Ratuszniak	Human Services	Low	Closed	TTR Missed: No	0.15
INC000000605004	Jackie L Pettis	None	None	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000605019	Jay Karlinsey	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	5.68
INC000000605025	Lorilee Snyder	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000605030	Tiffany Quintana	None	None	Content Manager		TIR Missed: Yes	1.38
	ORS Content Manager	Dan Barrett	Human Services	Low	Closed	TTR Missed: No	1.38
INC000000605035	Mandy Caswell	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000605042	Susan Burke	Application	Error	Gmail		TIR Missed: No	0.23
	Metro B Desktop Support	Cindy Reed	Human Services	Low	Closed	TTR Missed: No	4.03
INC000000605057	Roxanne Scoggan	Application	None	None		TIR Missed: Yes	1.37
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	4.10
INC000000605076	Pam Smith	PC/Laptop	Performance	None		TIR Missed: No	0.68
	Rural South Desktop Support	Silas Aitchison	Human Services	Low	Closed	TTR Missed: No	0.68
INC000000605084	Cristy Davis	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000605088	Stephanie Kenney	Application	None	Google Chrome		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000605092	Katelyn Bosch Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000605093	Georgeia Wood Metro B Help Desk	Application Gary Graham	Password Human Services	DB2 Query Management Facility Low	TIR Missed: No TTR Missed: No	0.23 0.47
INC000000605106	Lory Pond Metro B Help Desk	Print/Copy/Scan/Fax Gary Graham	Queue Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000605113	David Solum Metro B Help Desk	Network Val Shepherd	Incident Human Services	Active Directory Low	TIR Missed: No TTR Missed: No	0.44 0.44
INC000000605115	Frank Long Voice Operations	Telecom Romanza Hamblin Sorensen	Voice Mail Human Services	Telephone Low	TIR Missed: No TTR Missed: No	0.08 0.27
INC000000605122	Janis Nielson Help Desk	Application Sarah Johnson	Password Human Services	Ipads Low	TIR Missed: No TTR Missed: No	0.52 0.62
INC000000605143	Sandra Reed Metro B Desktop Support	Application Annice Valdez	Reporting Human Services	Gmail Low	TIR Missed: No TTR Missed: No	0.49 4.81
INC000000605150	Susan Steffee Metro B Help Desk	Application Val Shepherd	Password Human Services	Utah Criminal Justice Informatio Low	TIR Missed: No TTR Missed: No	0.06 0.12
INC000000605168	Paula Lamb Metro B Help Desk	Application Todd Manning	Password Human Services	Utah Criminal Justice Informatio Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000605187	Preston Freitas Operations Production Control	None Christie Burnham	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000605188	Preston Freitas Operations Production Control	None Christie Burnham	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000605195	Jill Hill Rural Central Desktop Support	None Robert Case	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000605215	Natalie Stoddard Metro B Help Desk	Application Gary Graham	Password Human Services	Utah Criminal Justice Informatio Low	TIR Missed: No TTR Missed: No	0.03 0.10
INC000000605217	Carol E Loumeau Metro B Help Desk	Network Todd Manning	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000605223	Denese Bleak Rural South Desktop Support	Network Dan Anthony	Incident Human Services	None Low	TIR Missed: Yes TTR Missed: No	3.75 3.75
INC000000605224	Jonathan Marshall Metro B Help Desk	Application Todd Manning	Password Human Services	Citrix ICA Client Low	TIR Missed: No TTR Missed: No	0.30 0.33
INC000000605234	Cara Durfee Help Desk	Application Vicky Marrelli	Error Human Services	PGP Low	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000605237	Cara Durfee	PC/Laptop	Error	None		TIR Missed: No	0.29
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Resolved	TTR Missed: No	0.32
INC000000605239	Corrie Miera	Application	Error	Internet Explorer		TIR Missed: No	0.18
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.31
INC000000605243	Cami Hadley	None	None	None		TIR Missed: No	0.52
	ORS Content Manager	Les Roberts	Human Services	Low	Closed	TTR Missed: No	0.52
INC000000605245	Kallie Petersen	Application	Password	Gmail		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000605255	Maria Alvarado-Gomez	Application	Password	State Payroll Time Entry System		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000605256	Jennifer Turley	Application	Reporting	None		TIR Missed: No	0.58
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.75
INC000000605257	Jennifer Bezzant	Application	None	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000605278	Holly Pope	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000605284	Linda Manning	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000605288	Rick Birrell	Application	Reporting	Gmail		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000605292	Jackie Jackson	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000605307	Patricia Davis	Application	Error	Content Manager		TIR Missed: Yes	2.26
	ORS Content Manager	Dan Barrett	Human Services	Low	Closed	TTR Missed: No	2.26
INC000000605312	David Solum	Application	Password	Active Directory		TIR Missed: No	0.12
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.23
INC000000605315	Cami Hadley	Application	Error	Medicaid Managed Information System		TIR Missed: Yes	12.47
	Application Support - MMIS	Steven Hegji	Human Services	Low	Closed	TTR Missed: Yes	12.47
INC000000605324	Patrice Dozier	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000605328	Peggy Matlin	Application	Password	ZENworks for Desktops		TIR Missed: No	0.09
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.12
INC000000605331	Kristie M VanWagoner	Application	Error	Novell GroupWise		TIR Missed: No	0.15
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.22

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INC000000605345	David W Morris Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000605362	Shelly Balderston Metro B Help Desk	Application Todd Manning	Error Human Services	Adobe Acrobat Low	TIR Missed: No TTR Missed: No	0.14 0.41
INC000000605373	Zlatko Porobic Metro B Help Desk	Application Todd Manning	None Human Services	Cisco AnyConnect VPN Client Low	TIR Missed: No TTR Missed: No	0.06 0.58
INC000000605379	Kimia Prince Metro B Help Desk	Print/Copy/Scan/Fax Gary Graham	Queue Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000605381	Nancy Perez Metro B Desktop Support	Print/Copy/Scan/Fax Cindy Reed	Incident Human Services	None Low	TIR Missed: No TTR Missed: No	0.31 0.34
INC000000605386	Lory Pond Metro B Help Desk	Mainframe Gary Graham	Password Human Services	BlueZone Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000605387	Shannon Sirkel Rural Central Desktop Support	PC/Laptop Paul Petersen	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 5.43
INC000000605396	Amy Buehler Metro B Help Desk	None Gary Graham	None Human Services	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000605398	Pam Boydston Help Desk	Network Eileen Dubach	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000605402	Thelma Snow Metro B Help Desk	None Gary Graham	None Human Services	Novell GroupWise 32-bit Windo Low	TIR Missed: No TTR Missed: No	0.00 0.07
INC000000605404	Timothy Herzog Help Desk	Application Vicky Marrelli	Password Human Services	Utah Master Directory Low	TIR Missed: No TTR Missed: No	0.11 1.04
INC000000605408	Grant Tolley Metro B Help Desk	Print/Copy/Scan/Fax Gary Graham	Queue Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000605410	Lory Pond Rural Central Desktop Support	None Ron LeBaron	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000605415	Erica Wankier Rural Central Desktop Support	PC/Laptop Jeremy Standifird	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.35 1.03
INC000000605435	Kati Wheatley Strategic Communications	EIS Hardware Dennis Rogers	Printer Human Services	None Low	TIR Missed: No TTR Missed: No	0.42 3.74
INC000000605440	Lory Pond Help Desk	Print/Copy/Scan/Fax Vicky Marrelli	Queue Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000605451	Rebecca King Metro B Desktop Support	None Peter Musser	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000605466	Ivana Meandzija Metro B Help Desk	Network Gary Graham	Incident Human Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000605472	Lamont Felt Help Desk	Mobile Devices James Stearns	Error Human Services	iPhone Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000605485	Kim Gaisford Rural Central Desktop Support	Network Gerald Adams	Password Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.50 0.88
INC000000605491	Monica Kitchens Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000605499	Xavier Tisdol Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000605501	Xavier Tisdol Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000605506	Lisa Bruno Metro A Desktop Support	None Mike Beynon	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.23 0.23
INC000000605507	Linda Lee Metro B Help Desk	Application Val Shepherd	None Human Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000605509	Melissa Carter Metro B Desktop Support	Application Jay Locker	Password Human Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.50
INC000000605514	Marti James Rural South Desktop Support	PC/Laptop Lance Nay	Password Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000605520	Paul Anderson Metro B Desktop Support	PC/Laptop Stephanie Young	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.27 2.85
INC000000605529	Eva Clarke Metro B Help Desk	Application Gary Graham	Error Human Services	RSA SecurID Software Token Low	Closed	TIR Missed: Yes TTR Missed: No	1.42 1.57
INC000000605538	Laura Roe Application Services	Application Tony Larsen	None Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.01
INC000000605541	Tammy Nuttall Metro B Help Desk	Mainframe Todd Manning	Password Human Services	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000605544	Jennifer Popich Metro B Help Desk	Application Todd Manning	Password Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000605554	Holly Pope Metro B Help Desk	Network Todd Manning	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000605555	Rachel Burningham Rural North Desktop Support	Application Don Higgs	Error Human Services	Adobe Connect Low	Closed	TIR Missed: Yes TTR Missed: No	1.10 1.27

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INC000000605558	Pat Peterson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000605559	Scott Abeyta	Application	None	None	TIR Missed: No	0.18
Metro B Desktop Support	Jay Locker	Human Services	High	Closed	TTR Missed: No	0.51
INC000000605565	Marta Bitton	PC/Laptop	Error	None	TIR Missed: No	0.68
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.85
INC000000605567	Bruce Taylor	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.82
Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	1.04
INC000000605569	Mel Castillo	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000605574	Mel Castillo	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	0.88
Application Services	Tony Larsen	Human Services	Low	Closed	TTR Missed: No	1.76
INC000000605586	Paula K Douglass	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000605589	Jennifer Wagoner	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000605594	Pam Boydston	PC/Laptop	Password	PGP	TIR Missed: No	0.38
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.44
INC000000605601	Matthew Brickey	None	None	None	TIR Missed: No	0.29
Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	0.44
INC000000605604	Tiffany Quintana	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000605607	William S Jordan	Application	None	State Payroll Time Entry System	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000605611	Cyndi Cox	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000605612	Cheryl Schilling	Application	Reporting	Novell GroupWise	TIR Missed: No	0.41
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.46
INC000000605616	Kelsey Clark	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000605619	Holly Pope	PC/Laptop	Password	None	TIR Missed: No	0.39
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.62
INC000000605623	Jamie Hayden	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000605625	Julienne Rhees	Application	Reporting	gmail		TIR Missed: Yes	2.36
	Application Services	Danielle Hood	Human Services	Low	Closed	TTR Missed: No	2.80
INC000000605645	Mary C Blackburn	None	None	None		TIR Missed: No	0.33
	Metro B Desktop Support	Stephanie Young	Human Services	Low	Closed	TTR Missed: No	1.09
INC000000605648	Marlene Zouein Blaizot	Application	Error	None		TIR Missed: No	0.44
	Application Support	Terry Davis	Human Services	Low	Resolved	TTR Missed: Yes	12.06
INC000000605656	Bonnie Francis	Application	Error	Office of Recovery Services Infc		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000605675	Reynaldo Medellin	None	None	None		TIR Missed: Yes	1.31
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	1.54
INC000000605679	Marla Mathisen	None	None	Gmail		TIR Missed: No	0.10
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	2.68
INC000000605680	Stacie Pohahau	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000605681	Brett Johnson	PC/Laptop	None	None		TIR Missed: No	0.06
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.13
INC000000605684	Brion Terry	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000605687	Donelle Clements	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000605689	Paul Jordan	None	None	Mozilla Firefox		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000605690	Melissa Baugh	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000605691	Marti Bown	PC/Laptop	Password	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000605694	Melissa Baugh	Application	Error	Novell GroupWise		TIR Missed: No	0.34
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.34
INC000000605712	Clarissa Blackmer	Application	Reporting	Novell GroupWise		TIR Missed: No	0.26
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	0.46
INC000000605724	Mary Wilder	None	None	Novell eDirectory		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	3.88
INC000000605761	Sharon Timmons	Application	Password	Utah Master Directory		TIR Missed: No	0.09
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.09

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INC000000605785	Frances Mogen	Network	Password	Utah Master Directory	TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low Closed	TTR Missed: No	0.00
INC000000605791	Alisa Alonzo	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000605795	Karen Grenz	Application	Password	Utah Master Directory	TIR Missed: No	0.13
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.19
INC000000605798	Jeanne Finefeuiaki	PC/Laptop	None	None	TIR Missed: No	0.53
	Rural Central Desktop Support	Paul Petersen	Human Services	Low Closed	TTR Missed: No	0.53
INC000000605799	Kay Layton	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000605801	Eliza Smith	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000605814	Andrew Thatcher	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000605820	Richard Berry	Application	Error	ZENworks for Desktops	TIR Missed: No	0.48
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.67
INC000000605832	Matthew Christensen	Application	Password	Utah Master Directory	TIR Missed: No	0.13
	Help Desk	Julie VanBeekum	Human Services	Low Closed	TTR Missed: No	0.21
INC000000605841	Mary Burgener	Application	Password	Content Manager	TIR Missed: Yes	1.80
	ORS Content Manager	Dan Barrett	Human Services	Low Closed	TTR Missed: No	1.80
INC000000605849	Kehlie Gomez	Application	None	Adobe Connect	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000605857	Jonathan Marshall	Application	Password	State Payroll Time Entry System	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Closed	TTR Missed: No	0.00
INC000000605875	Troy Price	Application	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000605880	Jeanmarie Morris	None	None	Microsoft Windows 7	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.13
INC000000605889	Irene Lee-lo	None	None	None	TIR Missed: No	0.11
	Metro A Desktop Support	Mike Beynon	Human Services	Low Closed	TTR Missed: No	0.11
INC000000605890	Lory Pond	None	None	RSA SecurID Software Token	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000605893	Saori Phouthavongsay	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00

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INC000000605910	Gerrie Dixon	None	None	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.12
INC000000605918	Jeramie Rasmussen	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000605927	Pat Peterson	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro B Desktop Support	Cindy Reed	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000605935	Xavier Tisdol	None	None	None		TIR Missed: No	0.00
	Application Support	Justin Rasmussen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000605949	Mary Jean Allen	Network	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000605956	Robert Snarr	None	None	None		TIR Missed: No	0.00
	Capitol Hosting	Dale Hicks	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000605973	Angel Makishi	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000605975	Jill R Ashtawy	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000605979	Soljee Lee	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606013	Elyse Martin	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606014	Monica Kitchens	Network	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606022	Mary Jean Allen	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606025	Edith Martinez	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	1.50
INC000000606027	Christine Banister	Billing	None	Gmail		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606028	Dayna Nichols	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606034	Lilian Carroll	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606035	Catherine Taylor	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000606038	Derek Killian	Network	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606039	Sam Schofield	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606045	Fisi Moleni	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606046	Emily Gremillion	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606047	Sherry Tenney	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606048	Carol E Loumeau	PC/Laptop	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606049	Raelyn Schenk	None	None	Gmail		TIR Missed: No	0.00
	PCHELPS Gmail	Chris Olson	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606052	Sui Amaama	Application	Password	Gmail		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606057	Polly Gregson	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606060	Xavier Tisdol	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606061	Sui Amaama	Application	None	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606077	Kathy Wanlass	None	None	Gmail		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606081	Brenda Bowman	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606093	Jennifer Melcomian	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606094	John W Thompson	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606104	Lonny Burton	Application	None	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606107	Brenda Bowman	Application	None	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000606133	Cloyd Timothy	Application	Password	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606147	Susan Adair	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606151	Barnel Fail	Application	None	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606152	Patricia Myrum	Application	Password	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606155	David D Young	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606168	Greg Williams	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606173	Abraham Montalbo	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606183	Travis Bringham	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606184	Scott Eyre	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606185	Amanda olson	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606186	Arlan dopp	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606188	Kellie Byars	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606189	Ken Stevens	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606191	Jay Sorensen	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606195	Morgan Niemann	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606198	Morgan Niemann	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606206	Pam Madsen	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000606219	Kolby Jakeman	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.02
INC000000606232	Stuart Wentz	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606250	Debbie Koew	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Cindy Reed	Human Services	Low	Closed	TTR Missed: No	0.46
INC000000606265	Craig S Webb	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606271	Jeanne Godfrey	Application	None	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606289	Don Noseworthy	Application	Error	Adobe Reader		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606292	Sherry Tenney	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606294	Marty Robins	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606295	Marty Robins	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606297	Heber Tippetts	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606304	Floyd Baldwin	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606309	Alicia Peay	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606310	Rebekah Ramey	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606318	Heather Rondorf	None	None	Microsoft Office		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	2.85
INC000000606330	Heather Rondorf	None	None	Office of Recovery Services Infoc		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606360	Shirley Winn	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	1.37
INC000000606377	Monica Kitchens	Application	None	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000606385	Joan Kesler	Application	Reporting	Gmail		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000606387	Tanya Schmidt	Mobile Devices	Error	Droid		TIR Missed: No	0.00
Help Desk	Sarah Johnson	Human Services	Low	Closed	TTR Missed: Yes	7.81	
INC000000606396	Marcy Jensen	None	None	Gmail		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000606397	Sui Amaama	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	5.30	
INC000000606401	Diana Corona	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000606405	Emma Montoya	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000606415	Racheal Clements	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000606429	Judy Sanders	Application	Error	PGP		TIR Missed: No	0.33
Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.89	
INC000000606431	Racheal Clements	None	None	None		TIR Missed: Yes	1.01
Technical Lead/Project Manager	Mart Gardner	Human Services	Low	Resolved	TTR Missed: No	3.79	
INC000000606435	Sherrie Pendleton	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000606451	Tamera Weis	Application	None	Gmail		TIR Missed: No	0.43
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.73	
INC000000606452	Nicole Nielsen	Application	None	Gmail		TIR Missed: No	0.05
Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.05	
INC000000606453	Shanna Stubbs	Application	None	Gmail		TIR Missed: No	0.38
Technical Lead/Project Manager	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	0.43	
INC000000606458	Stacey Collins	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000606471	Jason Burton	None	None	None		TIR Missed: No	0.08
Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	3.37	
INC000000606481	Kristy Walker	Mainframe	Password	BlueZone		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000606486	Debbie Koew	Application	None	BlueZone		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00	

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INC000000606491	Patty Phillips Metro B Help Desk	Application Val Shepherd	Password Human Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000606495	Mayre Druce Metro B Help Desk	None Gary Graham	None Human Services	SAFE Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000606502	Tanya Schmidt Metro B Help Desk	None Gary Graham	None Human Services	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000606526	Stacey Gleed Metro B Help Desk	None Todd Manning	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000606527	Maria Justice Metro B Help Desk	None Gary Graham	None Human Services	Cisco AnyConnect VPN Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.98
INC000000606533	Janet Culpepper Metro B Desktop Support	PC/Laptop Annice Valdez	Hardware Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.26 4.88
INC000000606538	Mel Castillo Help Desk	Application Vicky Marrelli	Error Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000606545	Bret Hardy Voice Operations	Telecom Romanza Hamblin Sorensen	Voice Mail Human Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.07 1.13
INC000000606546	Sherrie Pendleton Enterprise Security	None Sharon Smith	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.18 2.13
INC000000606554	Alisi Brunt Metro C Help Desk	None Reed Stohel	None Human Services	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000606557	Scheila Beekhuizen Help Desk	Application Julie VanBeekum	Password Human Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	0.03 2.20
INC000000606563	Leilah Khan-Lara Rural Central Desktop Support	None Robert Case	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.29 0.29
INC000000606582	Chris Morton Metro B Help Desk	None Todd Manning	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000606583	Valorie Johnson Rural South Desktop Support	Application Lance Nay	Password Human Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	0.88 1.10
INC000000606591	Rick Cobia Help Desk	Application Brenda Treadway	Password Human Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	0.84 1.13
INC000000606596	Justina Flesher Technical Lead/Project Manager	None Mart Gardner	None Human Services	None Medium	Resolved	TIR Missed: Yes TTR Missed: No	1.07 3.09
INC000000606602	Debbie Lockyer Metro B Help Desk	Network Todd Manning	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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Human Services

INC000000606613	Linda Berry	Application	Password	Utah Master Directory	TIR Missed: Yes	1.45
	Help Desk	Brenda Treadway	Human Services	Low Closed	TTR Missed: No	2.77
INC000000606615	Linda Berry	Application	Password	Utah Master Directory	TIR Missed: No	0.80
	Help Desk	Eileen Dubach	Human Services	Low Closed	TTR Missed: No	0.80
INC000000606622	Mark Perry	Application	None	Gmail	TIR Missed: Yes	2.03
	Technical Lead/Project Manager	Mart Gardner	Human Services	Low Closed	TTR Missed: No	2.91
INC000000606624	Mary Durfee	None	None	Gmail	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.23
INC000000606633	Sherrie Pendleton	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000606634	Darrin Judd	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low Closed	TTR Missed: No	0.12
INC000000606635	Karen Andersen	Application	Password	PGP	TIR Missed: Yes	2.44
	Rural Central Desktop Support	Paul Petersen	Human Services	Low Closed	TTR Missed: No	2.44
INC000000606641	Tiffany Daines	None	None	None	TIR Missed: No	0.00
	Application Services	Chad Fowers	Human Services	Low Closed	TTR Missed: No	0.00
INC000000606644	Diana Corona	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000606647	Peggy Major	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000606651	Robert Downing	None	None	Gmail	TIR Missed: Yes	1.92
	Technical Lead/Project Manager	Mart Gardner	Human Services	Low Closed	TTR Missed: No	2.77
INC000000606666	Susan Riggs	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000606680	Diana Fuchs	None	None	Gmail	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.19
INC000000606700	Sara Visser	Application	Password	Utah Master Directory	TIR Missed: Yes	2.23
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	2.31
INC000000606703	Rebecca Collier	Application	Error	ZENworks for Desktops	TIR Missed: No	0.29
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	1.40
INC000000606709	David Dinger	None	None	None	TIR Missed: No	0.08
	Metro B Desktop Support	Mike Wilde	Human Services	Low Closed	TTR Missed: No	5.49
INC000000606719	Kyle Goudie	Application	Reporting	Gmail	TIR Missed: Yes	13.98
	Technical Lead/Project Manager	John Stephenson	Human Services	Low Resolved	TTR Missed: Yes	13.98

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INC000000606721	Maciel Perea	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606722	Saleima Pahulu	Telecom	Voice Mail	Telephone		TIR Missed: No	0.04
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.57
INC000000606724	Kelsie Tomlinson	None	None	Gmail		TIR Missed: Yes	1.23
	Technical Lead/Project Manager	Mart Gardner	Human Services	Low	Resolved	TTR Missed: No	4.91
INC000000606727	Meridee Coates	None	None	Gmail		TIR Missed: No	0.18
	Technical Lead/Project Manager	Mart Gardner	Human Services	Low	Resolved	TTR Missed: No	4.42
INC000000606732	Kristin Urry	Application	Password	Utah Master Directory		TIR Missed: Yes	1.78
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	1.78
INC000000606743	Tricia Madsen	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606751	Barnel Fail	Application	Password	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606754	Mary Burgener	None	None	Adobe Connect		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.25
INC000000606756	Jeremy Jorgensen	Application	None	Gmail		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606769	Holly Jenkins	Application	None	Gmail		TIR Missed: No	0.91
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.93
INC000000606776	Valorie Johnson	PC/Laptop	Password	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606778	Maria Bulloch	Application	Password	Utah Master Directory		TIR Missed: Yes	1.56
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	1.67
INC000000606784	Saleima Pahulu	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000606788	Racheal Clements	Application	None	Gmail		TIR Missed: No	0.21
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	3.80
INC000000606802	Danette Faretta-Brady	None	None	Gmail		TIR Missed: Yes	3.58
	Technical Lead/Project Manager	Mart Gardner	Human Services	Low	Resolved	TTR Missed: No	3.58
INC000000606805	Thelma Snow	Application	Error	PGP		TIR Missed: No	0.28
	Rural South Desktop Support	Scott Jesienouski	Human Services	Low	Closed	TTR Missed: No	0.73
INC000000606829	Lori Hills	Application	Password	Utah Master Directory		TIR Missed: Yes	1.71
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	1.74

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INC000000606831	Elizabeth Gonzalez	Application	Password	Utah Master Directory	TIR Missed: Yes	1.76
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	1.76
INC000000606834	Lisa Sorensen	Application	Password	Utah Master Directory	TIR Missed: Yes	1.01
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	1.15
INC000000606844	Scott Larsen	Application	Password	Utah Master Directory	TIR Missed: Yes	1.71
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	1.75
INC000000606855	Ken Ransom	None	None	RSA SecurID Software Token	TIR Missed: No	0.54
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.84
INC000000606858	Diana Corona	None	None	Gmail	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.25
INC000000606873	Jennie Olson	Application	Password	Utah Master Directory	TIR Missed: Yes	1.69
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	1.72
INC000000606877	Carol Voorhees	Application	None	Gmail	TIR Missed: Yes	1.17
	Application Services	Dustin Crump	Human Services	Low Closed	TTR Missed: No	1.28
INC000000606884	Holly Jenkins	Application	None	Gmail	TIR Missed: No	0.37
	Help Desk	Eileen Dubach	Human Services	Low Closed	TTR Missed: No	0.37
INC000000606887	Michael Thorpe	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Closed	TTR Missed: No	0.00
INC000000606889	Charlyn Child	Application	Error	Gmail	TIR Missed: No	0.22
	PCHELPS Gmail	Chris Olson	Human Services	Low Closed	TTR Missed: No	0.22
INC000000606902	Charlyn Child	None	None	Gmail	TIR Missed: No	0.00
	Metro C Help Desk	Chris Olson	Human Services	Low Closed	TTR Missed: No	0.00
INC000000606910	Judy Rose	Application	Password	Utah Master Directory	TIR Missed: Yes	1.48
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	1.48
INC000000606913	Amber Williams	Application	Password	Utah Master Directory	TIR Missed: Yes	2.41
	Help Desk	Brenda Treadway	Human Services	Low Closed	TTR Missed: No	2.41
INC000000606918	Lisa Bruno	None	None	None	TIR Missed: Yes	6.64
	Application Services	Dustin Crump	Human Services	Low Closed	TTR Missed: Yes	6.64
INC000000606924	Angel Makishi	Application	Password	PGP	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Closed	TTR Missed: No	0.00
INC000000606941	Rod Layton	Application	Password	Utah Master Directory	TIR Missed: Yes	2.48
	Help Desk	Brenda Treadway	Human Services	Low Closed	TTR Missed: No	2.48
INC000000606949	Amy Buehler	Application	Password	Gmail	TIR Missed: Yes	1.39
	Application Services	Dustin Crump	Human Services	Low Closed	TTR Missed: Yes	12.59

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INC000000606958	Alberto Carballo	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
INC000000606962	Tina Humphrey	None	None	None	TIR Missed: No	0.07
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	1.81
INC000000606971	Toni Netzier	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000606978	Jamie Hinsz	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000606981	Tammy Ardohain	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low Closed	TTR Missed: No	0.00
INC000000606993	Marcie Valenzuela	None	None	Gmail	TIR Missed: No	0.07
	Metro B Desktop Support	Anthony Booyse	Human Services	Low Closed	TTR Missed: No	1.84
INC000000607002	Steven Chen	None	None	Gmail	TIR Missed: Yes	1.50
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	1.53
INC000000607007	Mayla Slack	Application	Password	Utah Master Directory	TIR Missed: Yes	2.74
	Help Desk	Julie VanBeekum	Human Services	Low Closed	TTR Missed: No	5.02
INC000000607013	Brett Mortensen	Application	Password	Utah Master Directory	TIR Missed: Yes	3.42
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	3.45
INC000000607015	Justin Brady	None	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000607025	Pat Peterson	Application	Password	PGP	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000607032	Debra Yardley	Application	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Human Services	Low Closed	TTR Missed: No	0.00
INC000000607071	Jennifer Elwood	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
INC000000607080	Stacey Gleed	None	None	Utah Master Directory	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000607128	Wendy L Bates	Application	None	Gmail	TIR Missed: No	0.71
	Application Services	Dustin Crump	Human Services	Low Closed	TTR Missed: Yes	25.08
INC000000607133	Vicki Carver	Application	Error	Gmail	TIR Missed: No	0.72
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: Yes	24.77
INC000000607149	Ruth Wilson	Application	Error	Gmail	TIR Missed: Yes	12.31
	Technical Lead/Project Manager	John Stephenson	Human Services	Low Resolved	TTR Missed: Yes	13.32

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Human Services

INC000000607167	Darrin Judd	Application	Password	Gmail		TIR Missed: No	0.55
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.55
INC000000607169	Carol E Loumeau	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000607179	Heidi Little	Application	Password	Gmail		TIR Missed: No	0.83
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.87
INC000000607207	Don Brinkerhoff	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000607214	David Solum	PC/Laptop	None	None		TIR Missed: No	0.54
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	1.42
INC000000607220	Danette L Larsen	Application	None	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.21
INC000000607233	Rodger Williams	Application	Password	Utah Master Directory		TIR Missed: Yes	3.31
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	3.31
INC000000607247	Marcie A Johnson	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000607248	Jill Hill	Application	Error	Gmail		TIR Missed: Yes	1.32
	Help Desk	Dawn Wayment	Human Services	Low	Closed	TTR Missed: No	1.32
INC000000607262	Tracy Wiggill	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000607269	JoAnn Maxwell	Application	Error	Gmail		TIR Missed: Yes	4.19
	Technical Lead/Project Manager	Mart Gardner	Human Services	Low	Resolved	TTR Missed: Yes	8.01
INC000000607270	Kathy Tollett	None	None	Gmail		TIR Missed: Yes	4.18
	Technical Lead/Project Manager	John Stephenson	Human Services	Low	Resolved	TTR Missed: Yes	9.35
INC000000607276	Salvador Mendez	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000607280	Bill Duncan	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed: No	0.32
INC000000607283	Sharon Thornblad	Application	Password	Utah Master Directory		TIR Missed: Yes	3.09
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	3.12
INC000000607288	Barry Richards	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000607306	Evelyn Cloward	Application	Error	WEBKIDS		TIR Missed: Yes	8.14
	USIIS Outreach	Lisa Young	Human Services	Low	Closed	TTR Missed: Yes	8.14

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Human Services

INC000000607311	Roger Andra Metro B Help Desk	Application Todd Manning	Password Human Services	Utah Master Directory Low	TIR Missed: Yes TTR Missed: No	1.46 1.46
INC000000607318	Barnel Fail Metro B Desktop Support	Network Peter Musser	Error Human Services	None Low	TIR Missed: No TTR Missed: No	0.06 1.11
INC000000607324	Deborah Wilbur Metro B Help Desk	None Todd Manning	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000607364	John Ortiz Rural Central Desktop Support	Application Paul Petersen	None Human Services	Gmail Low	TIR Missed: No TTR Missed: No	0.00 1.20
INC000000607365	Tami Long Metro B Help Desk	Network Todd Manning	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000607366	Elaine Jimenez Rural Central Desktop Support	Application Paul Petersen	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 1.19
INC000000607378	Jyssica Seebeck Metro D Help Desk	Application John Robinson	Error Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 2.59
INC000000607392	Alisha Martinez Metro C Help Desk	Network Reed Stohel	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000607394	Lory Pond Help Desk	Print/Copy/Scan/Fax Eileen Dubach	Queue Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000607397	Andrea Frandsen Rural Central Desktop Support	PC/Laptop Paul Petersen	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 1.07
INC000000607400	Rainey Boateng Metro B Help Desk	Network Gary Graham	Error Human Services	None Low	TIR Missed: No TTR Missed: No	0.96 0.96
INC000000607414	Cai White Metro B Help Desk	None Todd Manning	None Human Services	Gmail Low	TIR Missed: No TTR Missed: No	0.88 0.92
INC000000607415	Cynthia Vitko Technical Lead/Project Manager	Application Mart Gardner	Error Human Services	Gmail Low	TIR Missed: Yes TTR Missed: Yes	3.24 6.13
INC000000607442	Richard Youngberg Metro C Help Desk	Application Reed Stohel	Error Human Services	Internet Explorer Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000607446	Janice Oswald Metro B Help Desk	Mainframe Val Shepherd	Password Human Services	BlueZone Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000607458	Jana Gierisch Metro B Help Desk	Application Val Shepherd	None Human Services	Gmail Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000607459	Sue Small Metro B Help Desk	Application Todd Manning	Error Human Services	Gmail Low	TIR Missed: No TTR Missed: No	0.64 0.68

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Human Services

INC000000607467	Heber Tippetts Metro B Help Desk	Application Val Shepherd	Password Human Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000607469	Peter Johansson Help Desk	Mobile Devices Sarah Johnson	Error Human Services	Novell GroupWise PDA Connec Low	Closed	TIR Missed: Yes TTR Missed: No	1.01 1.06
INC000000607474	Rick Wright Metro C Help Desk	Application Reed Stohel	Password Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000607479	Wendy Whiting Metro A Desktop Support	Print/Copy/Scan/Fax Mike Beynon	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.52 0.52
INC000000607484	Nicole Sweat Enterprise Security	Application Sharon Smith	None Human Services	Gmail Low	Resolved	TIR Missed: No TTR Missed: Yes	0.00 6.80
INC000000607492	Kolyn Tacy Metro C Help Desk	Network Reed Stohel	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000607493	Melanie Loper Rural North Desktop Support	Network Lori Hartzell	Incident Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.40 0.52
INC000000607498	Wendy Ludlow Rural Central Desktop Support	Application John Donaldson	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.65 0.98
INC000000607499	Jamie Wuthrich Metro B Help Desk	Application Todd Manning	None Human Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	0.49 0.58
INC000000607506	Danette L Larsen Metro B Help Desk	Application Val Shepherd	Password Human Services	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.26 0.29
INC000000607530	Sherrie Pendleton ORS Content Manager	None Dan Barrett	None Human Services	Kofax ImageControls Low	Closed	TIR Missed: Yes TTR Missed: Yes	6.18 6.18
INC000000607556	Alycia Jurgela Help Desk	Application Julie VanBeekum	Password Human Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	0.15 1.02
INC000000607559	Wayne Pereira Help Desk	Application James Stearns	Error Human Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000607560	Emily Maxfield Voice Operations	Telecom Kelly Johnson	Voice Mail Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.36 1.30
INC000000607572	Melanie Rasmussen ORS Adobe Support	Application Julie Mortensen	None Human Services	Adobe Connect Low	Closed	TIR Missed: Yes TTR Missed: Yes	13.12 13.12
INC000000607575	Julia Huffaker Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000607586	Steve Hillabrant Metro B Desktop Support	PC/Laptop Jay Locker	Hardware Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.17 0.17

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Human Services

INC000000607587	Nathan Steimle	Application	None	Novell Client for 32-bit Windows	TIR Missed: No	0.07
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.10
INC000000607593	Stacey Gleed	Application	Password	Gmail	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000607595	Stacey Boyd	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed	TTR Missed: No	0.00
INC000000607596	Kelly Stapley	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
INC000000607616	Jessica Artz	Application	Password	SAFE	TIR Missed: No	0.08
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.10
INC000000607624	Dawna Shultz	Application	Password	Utah Master Directory	TIR Missed: Yes	1.24
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	1.31
INC000000607625	Jennifer Stoltmann	Application	Password	Utah Master Directory	TIR Missed: Yes	1.62
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	1.76
INC000000607640	Ruth Wilson	None	None	Gmail	TIR Missed: Yes	1.76
	Application Services	Danielle Hood	Human Services	Low Resolved	TTR Missed: No	1.76
INC000000607657	DJ Hicks	Application	None	Gmail	TIR Missed: Yes	9.07
	Rural Central Desktop Support	Paul Petersen	Human Services	Low Closed	TTR Missed: Yes	11.66
INC000000607677	Sharla Bayles	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000607694	Michael Murdock	Application	None	Gmail	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low Closed	TTR Missed: No	0.00
INC000000607699	Michael Murdock	Application	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low Closed	TTR Missed: No	0.00
INC000000607702	Glen C Ames	Application	None	Gmail	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low Closed	TTR Missed: No	0.00
INC000000607703	Sheri Olson	Application	Password	Utah Master Directory	TIR Missed: Yes	1.38
	Help Desk	Brenda Treadway	Human Services	Low Closed	TTR Missed: No	1.38
INC000000607704	Scott Richman	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low Closed	TTR Missed: No	0.00
INC000000607705	Bronson Black	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low Closed	TTR Missed: No	0.00
INC000000607708	Dawna Shultz	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low Closed	TTR Missed: No	0.00

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Human Services

INC000000607711	Cole W Christensen	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000607716	Jenny Caldwell	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000607721	Lyndsay A Smith	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000607729	Fred Butterfield	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000607736	Dixie Quarnberg	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000607737	Elizabeth Wright	None	None	Gmail		TIR Missed: Yes	10.11
	Technical Lead/Project Manager	John Stephenson	Human Services	Low	Closed	TTR Missed: Yes	10.18
INC000000607742	Dixie Quarnberg	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000607759	Annie Beecher	Application	None	Gmail		TIR Missed: No	0.86
	Rural North Desktop Support	Dane Smith	Human Services	Low	Closed	TTR Missed: No	0.86
INC000000607763	Sharla Bayles	Application	Reporting	Gmail		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000607801	Janet E Campbell	Application	Error	Gmail		TIR Missed: No	0.30
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	1.51
INC000000607814	Verna Sorenson	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000607820	Roxanna Carleton	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000607823	Mary Siebert	Application	None	Gmail		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000607832	Kristin Urry	Application	None	Gmail		TIR Missed: No	0.07
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.09
INC000000607835	Scott Roudabush	Application	Password	Utah Master Directory		TIR Missed: No	0.13
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.54
INC000000607836	Paula K Douglass	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000607843	Angie Shaw	Application	Error	Gmail		TIR Missed: No	0.48
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.50

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Human Services

INC000000607855	Deborah Wilbur	Application	None	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000607863	Lisa Shook	Application	Password	Utah Master Directory		TIR Missed: No	0.38
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.38
INC000000607869	Angela Romane	Application	Password	Utah Master Directory		TIR Missed: No	0.32
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.32
INC000000607871	Karen A Elliott	None	None	Gmail		TIR Missed: No	0.18
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.18
INC000000607873	Ken McCauley	Mobile Devices	None	Droid		TIR Missed: No	0.24
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	0.24
INC000000607874	Connie Carvajal	Application	Reporting	Citrix ICA Client		TIR Missed: No	0.19
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.23
INC000000607875	Carmen K Lloyd	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.04
INC000000607883	Susan Llewellyn	Application	None	Gmail		TIR Missed: No	0.15
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.15
INC000000607891	Melissa Baide	Application	Password	Active Directory		TIR Missed: No	0.10
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.10
INC000000607898	Kay Layton	PC/Laptop	Error	None		TIR Missed: No	0.03
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.15
INC000000607910	Angie Van Drimmelen	Telecom	Hardware	None		TIR Missed: No	0.00
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000607911	Wendy Whiting	None	None	Gmail		TIR Missed: Yes	27.37
	Application Services	Danielle Hood	Human Services	Low	Closed	TTR Missed: Yes	36.00
INC000000607916	Eric Hurst	Application	None	Gmail		TIR Missed: Yes	36.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: Yes	36.00
INC000000607930	Amy N Hall	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000607968	Donelle Clements	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000607977	Don Noseworthy	Application	Error	Gmail		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000607978	Mary Aguilar	None	None	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00

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Human Services

INC000000607981	Brian Pali	Application	Error	Gmail		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000607983	Phil Mendelson	Application	Error	Gmail		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000607985	Marty Robins	Application	Error	Gmail		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000608003	Stephanie Quintana	Application	Error	Gmail		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000608012	Roy Castelli	None	None	Gmail		TIR Missed: Yes	11.50
	Technical Lead/Project Manager	John Stephenson	Human Services	Low	Resolved	TTR Missed: Yes	12.77
INC000000608016	Kevin Sorenson	Application	Error	Gmail		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000608018	Nathan Steimle	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000608031	Pam Madsen	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000608042	Ana Langi	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000608044	Ana Langi	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000608055	Brian Parnell	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000608066	Jessica Phillips	Application	None	Gmail		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000608069	Brian Parnell	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000608070	Don Campbell	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000608081	Meisi Collins	Application	None	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000608083	Roy Perez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.40
INC000000608090	Richard Cheever	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00

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Human Services

INC000000608095	Vickki Carver	Application	Error	Gmail		TIR Missed: Yes	14.62
	Enterprise Security	Jed Johnson	Human Services	Low	Closed	TTR Missed: Yes	14.78
INC000000608099	Vedrana Ilic	None	None	Gmail		TIR Missed: Yes	1.29
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	1.29
INC000000608107	Cherie Leduc	Application	None	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.50
INC000000608126	Eva Clarke	None	None	Gmail		TIR Missed: Yes	11.43
	Technical Lead/Project Manager	John Stephenson	Human Services	Low	Resolved	TTR Missed: Yes	12.82
INC000000608129	Debbie Koew	Application	Password	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000608131	Betty Anderson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000608132	Stacie Pohahau	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000608138	Sherrie Pendleton	None	None	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000608142	Floyd Baldwin	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000608144	Laura Pare	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000608148	Jill McAfee	Application	Error	Gmail		TIR Missed: Yes	11.44
	Technical Lead/Project Manager	John Stephenson	Human Services	Low	Resolved	TTR Missed: Yes	12.83
INC000000608152	Nancy Newman	Application	None	Gmail		TIR Missed: No	0.50
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.72
INC000000608161	Sherrie Pendleton	None	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	5.58
INC000000608164	Christy M Wixom	Application	Error	Gmail		TIR Missed: Yes	17.24
	Enterprise Security	Bobette Phillips	Human Services	Low	Resolved	TTR Missed: Yes	17.24
INC000000608182	Staci Loosemore	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.78
INC000000608189	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000608195	Robert Jowett	None	None	IPCC Express		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.08

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Human Services

INC000000608202	Barry Richards	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000608203	Marla Mathisen	Application	Error	Gmail		TIR Missed: No	0.52
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: Yes	7.19
INC000000608204	Wendy Ludlow	None	None	Remedy Asset Management		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000608209	Janis Hurst	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000608210	Stephanie Valdez	None	None	Content Manager		TIR Missed: No	0.39
	ORS Content Manager	Dan Barrett	Human Services	Low	Closed	TTR Missed: No	0.39
INC000000608223	Saleima Pahulu	None	None	None		TIR Missed: No	0.06
	Metro B Desktop Support	Cindy Reed	Human Services	Low	Closed	TTR Missed: No	0.25
INC000000608229	Debbie L Miller	None	None	None		TIR Missed: No	0.15
	Metro B Desktop Support	Mike Sine	Human Services	Low	Closed	TTR Missed: No	0.15
INC000000608247	Sandra Reed	Application	Error	IPCC Express		TIR Missed: No	0.41
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.72
INC000000608249	Rae Atkinson	Application	None	Utah Master Directory		TIR Missed: No	0.12
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: Yes	7.05
INC000000608251	Vanessa Knickerbocker	PC/Laptop	None	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000608255	Anna Gibson	None	None	None		TIR Missed: No	0.66
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No	0.66
INC000000608267	Linda Rickenbach	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000608270	Leslie Jakeman	Application	Error	None		TIR Missed: No	0.20
	Capitol Hosting	Curtis Parker	Human Services	Low	Resolved	TTR Missed: Yes	14.89
INC000000608271	Luanne Endres	Application	Password	Utah Master Directory		TIR Missed: Yes	1.70
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	2.13
INC000000608276	Judy Hammer	None	None	None		TIR Missed: Yes	1.69
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.74
INC000000608286	Shelly Park	None	None	SAFE		TIR Missed: No	0.16
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	2.01
INC000000608291	Wendy Ludlow	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00

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Human Services

INC000000608294	Pamela Park Metro B Desktop Support	PC/Laptop Mike Wilde	Hardware Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.17 0.26
INC000000608306	Cindy Draper Rural Central Desktop Support	Application Paul Petersen	None Human Services	Microsoft Office Low	Closed	TIR Missed: No TTR Missed: No	0.00 3.95
INC000000608311	Tracy Bessinger Metro B Help Desk	Application Val Shepherd	Password Human Services	Utah Master Directory Low	Closed	TIR Missed: Yes TTR Missed: No	1.35 1.88
INC000000608312	Paul Putnam Metro B Help Desk	Network Todd Manning	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000608313	Glenn Shurtz Rural North Desktop Support	None Rodney Peterson	None Human Services	Gmail Low	Resolved	TIR Missed: No TTR Missed: No	0.24 0.24
INC000000608318	Valarie Johnson Metro B Help Desk	None Gary Graham	None Human Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000608337	Jody Rushton-Porter Metro B Desktop Support	Application Jay Locker	Error Human Services	IPCC Express Low	Closed	TIR Missed: No TTR Missed: No	0.32 0.70
INC000000608343	Judy Sanders Metro B Help Desk	Application Val Shepherd	None Human Services	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000608344	Xia Erickson Metro B Help Desk	Application Val Shepherd	Password Human Services	Utah Master Directory Low	Closed	TIR Missed: Yes TTR Missed: No	1.23 1.76
INC000000608348	Diana Corona Metro C Help Desk	None Reed Stohel	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000608349	Linda Baggs Rural Central Desktop Support	None Jessica Purcell	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000608351	Nicole Nielsen Help Desk	Application Eileen Dubach	None Human Services	Gmail Low	Closed	TIR Missed: Yes TTR Missed: Yes	12.20 12.37
INC000000608354	Cristina Duke Metro B Help Desk	Application Val Shepherd	Password Human Services	Utah Master Directory Low	Closed	TIR Missed: Yes TTR Missed: No	1.39 1.82
INC000000608358	Janene Parry Enterprise Security	None Sharon Smith	None Human Services	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	8.74 16.78
INC000000608374	Robert Spencer Metro B Help Desk	Application Gary Graham	Password Human Services	Utah Master Directory Low	Closed	TIR Missed: Yes TTR Missed: No	1.74 2.23
INC000000608375	Lorilee Snyder Metro B Help Desk	None Gary Graham	None Human Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000608376	Nicole Nielsen Help Desk	Application Eileen Dubach	None Human Services	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.16 0.16

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Human Services

INC000000608378	Beverly Clark	Application	None	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000608379	Fleishia Wahlin	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Human Services	Low	Closed	TTR Missed: No	0.85
INC000000608383	Karen Ekker	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Human Services	Low	Closed	TTR Missed: No	0.87
INC000000608386	Brian Beus	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Human Services	Low	Closed	TTR Missed: No	0.85
INC000000608389	Kerri Burns	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Human Services	Low	Closed	TTR Missed: No	0.82
INC000000608391	Monica Hernandez	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.06
INC000000608421	Derrick Fryer	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000608428	Vedrana Ilic	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000608440	Shelly Dewitt	Application	Password	Utah Master Directory		TIR Missed: Yes	1.38
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	1.67
INC000000608472	Charlyn Child	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000608477	Ashley Petersen	None	None	Gmail		TIR Missed: No	0.91
	Technical Lead/Project Manager	Mart Gardner	Human Services	Low	Resolved	TTR Missed: No	0.91
INC000000608490	David Rawlins	Application	None	Gmail		TIR Missed: No	0.56
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.94
INC000000608495	Linda Bright	Application	None	Gmail		TIR Missed: Yes	39.59
	Rural North Desktop Support	Kelly Warren	Human Services	Low	Resolved	TTR Missed: Yes	39.59
INC000000608500	Brett Johnson	PC/Laptop	None	None		TIR Missed: No	0.41
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.41
INC000000608514	Judy Hammer	Application	Password	Citrix ICA Client		TIR Missed: No	0.13
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.17
INC000000608525	Doris Prettyman	None	None	None		TIR Missed: Yes	1.14
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	1.17
INC000000608568	Amanda Alkema	None	None	Gmail		TIR Missed: Yes	10.11
	Application Services	Mart Gardner	Human Services	Low	Closed	TTR Missed: Yes	10.11

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INC000000608580	Jessica Whipple	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.23
INC000000608585	Judy Sanders	Application	None	Gmail	TIR Missed: Yes	32.41
	Application Services	Dustin Crump	Human Services	Low Closed	TTR Missed: Yes	32.46
INC000000608587	Marla Janusz	None	None	Gmail	TIR Missed: No	0.70
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.72
INC000000608604	Lisa Green	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000608624	Tim Morganson	None	None	Adobe Acrobat	TIR Missed: Yes	1.20
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed	TTR Missed: No	1.20
INC000000608638	Pam Boydston	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
INC000000608648	Jilene Gunther	Mobile Devices	None	Droid	TIR Missed: No	0.05
	Help Desk	Sarah Johnson	Human Services	Low Closed	TTR Missed: No	0.81
INC000000608654	Luanne Endres	Application	Password	Utah Master Directory	TIR Missed: No	0.11
	Help Desk	James Stearns	Human Services	Low Closed	TTR Missed: No	0.26
INC000000608655	Robert Spencer	None	None	Gmail	TIR Missed: No	0.13
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.31
INC000000608668	Pam Poulson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000608681	Margaret Farrington	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000608686	Denise Bradshaw	Application	None	Adobe Reader	TIR Missed: No	0.16
	Rural South Desktop Support	Doug Chaston	Human Services	Low Closed	TTR Missed: No	0.16
INC000000608688	Tammy Wood	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000608735	Christopher Pappas	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000608739	Richard Hallam	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000608757	Gaylene Thomas	Application	None	Citrix ICA Client	TIR Missed: No	0.07
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.15
INC000000608760	Nathan Ponis	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00

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Human Services

INC000000608765	Margaret Farrington	None	None	Gmail		TIR Missed: No	0.09
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.14
INC000000608767	Rick Ericksen	None	None	Gmail		TIR Missed: Yes	30.01
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: Yes	30.01
INC000000608770	Christopher Woods	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000608821	Penny Rice	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000608827	Marla Janusz	Application	Password	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000608830	Jason Burton	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000608871	Julia K Armstrong	Application	Reporting	Gmail		TIR Missed: Yes	49.30
	Application Services	Danielle Hood	Human Services	Low	Resolved	TTR Missed: Yes	49.39
INC000000608882	Cindy Cowan	Application	Password	Utah Master Directory		TIR Missed: No	0.24
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.28
INC000000608883	Cami Hadley	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000608886	Paul Putnam	Application	Error	Gmail		TIR Missed: No	0.08
	Metro B Desktop Support	Mike Wilde	Human Services	Low	Closed	TTR Missed: No	0.28
INC000000608888	Dan Rich	Application	None	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000608900	Tammy Wood	Application	None	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000608913	Leah Mencias	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000608918	Lois Lemings	None	None	Gmail		TIR Missed: No	0.56
	Enterprise Security	Jed Johnson	Human Services	Low	Closed	TTR Missed: Yes	12.52
INC000000608933	Justina Flesher	None	None	None		TIR Missed: No	0.08
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.11
INC000000608939	Leah Mencias	Application	Error	Microsoft Windows 7		TIR Missed: No	0.07
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	1.14
INC000000608942	Patricia Hartzell	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Human Services	Low	Closed	TTR Missed: No	

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INC000000608951	Ella Lopez	None	None	DB2 Query Management Facility	TIR Missed: No	0.08
	Metro B Desktop Support	Bill Crowther	Human Services	Low Closed	TTR Missed: No	0.69
INC000000608958	Alisha Carlson	Application	Error	Gmail	TIR Missed: Yes	12.83
	Help Desk	Julie VanBeekum	Human Services	Medium Closed	TTR Missed: Yes	15.29
INC000000608959	Julia Kolovich	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000608967	Bethany Votroubek	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000608981	Diane Felt	Application	None	Gmail	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low Closed	TTR Missed: No	0.00
INC000000608985	Steve Brown	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Mike Wilde	Human Services	Low Closed	TTR Missed: No	0.00
INC000000608986	Iilian gilbert	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000608987	Tamra Johnson	Application	None	Gmail	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low Closed	TTR Missed: No	0.00
INC000000609004	Tamera Weis	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000609010	Ron Ash	PC/Laptop	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed	TTR Missed: No	0.00
INC000000609028	Chad Carter	PC/Laptop	None	None	TIR Missed: No	0.11
	Metro B Desktop Support	Stephanie Young	Human Services	Low Closed	TTR Missed: No	0.91
INC000000609036	Susan Llewellyn	Mobile Devices	None	Droid	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000609037	Cynthia Aposhian	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000609056	Mark Strebel	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000609058	Bethany Votroubek	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000609061	Deanna Fata	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000609063	Dorothy Maw	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00

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INC000000609066	Jamie Strong	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000609079	Susan Lindberg	Application	None	Gmail		TIR Missed: Yes	21.45
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: Yes	22.08
INC000000609087	Susan Riggs	Application	None	None		TIR Missed: Yes	4.72
	ORS Adobe Support	Julie Mortensen	Human Services	Low	Closed	TTR Missed: No	4.72
INC000000609102	Cynthia Aposhian	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000609105	Romona Zellers	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000609107	Ililan gilbert	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000609114	Denese Bleak	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000609118	Tessa Bridge	Application	Password	Utah Master Directory		TIR Missed: No	0.48
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.48
INC000000609125	Mary Wilder	Network	None	None		TIR Missed: No	0.87
	Metro B Desktop Support	Mike Wilde	Human Services	Low	Closed	TTR Missed: No	0.88
INC000000609138	Tiffani Valentine	None	None	None		TIR Missed: No	0.50
	Voice Operations	Gail Christiansen	Human Services	Low	Closed	TTR Missed: No	0.92
INC000000609142	Eric Hurst	PC/Laptop	Error	None		TIR Missed: Yes	2.16
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	2.16
INC000000609145	Daphanie Meyers	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000609151	Lesa Willhard	Application	None	None		TIR Missed: No	0.13
	Metro B Desktop Support	Annic Valdez	Human Services	Low	Closed	TTR Missed: No	0.28
INC000000609163	Liesa Stockdale	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000609166	Saleima Pahulu	None	None	Microsoft Access		TIR Missed: No	0.05
	Metro B Desktop Support	Cindy Reed	Human Services	Low	Closed	TTR Missed: No	0.05
INC000000609187	Andrew Butcher	None	None	Gmail		TIR Missed: Yes	28.82
	Technical Lead/Project Manager	Mart Gardner	Human Services	Low	Resolved	TTR Missed: Yes	30.14
INC000000609190	Staci Loosemore	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Human Services	Low	Closed	TTR Missed: No	0.00

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Human Services

INC000000609213	Evelyn Cloward	Application	None	Gmail		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed: No	0.51
INC000000609216	Kim Tuitupou	None	None	Utah Criminal Justice Informatio		TIR Missed: No	0.29
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.40
INC000000609226	Annette Babisz	None	None	None		TIR Missed: No	0.07
	Metro B Desktop Support	Stephanie Young	Human Services	Low	Closed	TTR Missed: No	1.03
INC000000609232	Darrell Krueger	Application	None	Internet Explorer		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000609235	Jeri Boyle	None	None	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.26
INC000000609239	Darrell Krueger	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000609241	Preston Freitas	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000609246	Preston Freitas	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000609251	Lesa Willhard	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000609255	Danette L Larsen	Application	Password	Citrix ICA Client		TIR Missed: No	0.12
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.12
INC000000609258	Marci Howey	PC/Laptop	Error	Novell ConsoleOne		TIR Missed: No	0.86
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	1.35
INC000000609269	Heather Kline-Espinoza	None	None	Gmail		TIR Missed: No	0.76
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	0.76
INC000000609273	Megan Snow	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000609274	Kati Bagley	Application	Reporting	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000609287	Jilene Gunther	Application	Password	Utah Master Directory		TIR Missed: No	0.35
	Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	0.39
INC000000609288	Jilene Gunther	Application	Password	Utah Master Directory		TIR Missed: No	0.31
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.31
INC000000609303	Lisa Aragon	Application	None	Gmail		TIR Missed: No	0.31
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.31

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INC000000609312	Bonnie Northrup	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000609314	Tiffany Quintana	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000609316	Melissa Baide	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000609323	Janene Parry	None	None	None		TIR Missed: No	0.11
	Enterprise Security	Sharon Smith	Human Services	Low	Closed	TTR Missed: No	0.11
INC000000609324	Melinda Thompson	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000609378	Cindy Cowan	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	3.43
INC000000609392	Andrew Thatcher	Application	Password	Utah Master Directory		TIR Missed: Yes	3.87
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	3.99
INC000000609419	Joseph V Cook	Application	Password	Utah Master Directory		TIR Missed: Yes	3.67
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: Yes	7.94
INC000000609431	Robert Downing	Application	None	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Mart Gardner	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000609434	Douglas Snapp	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000609438	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000609442	Rhonda Hill	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000609448	Cathy Davis	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000609450	Corrie Miera	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000609452	Jarilyn Sterling	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000609456	Marla Janusz	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000609467	Debbie Stevens	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00

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Human Services

INC000000609479	Jeanne Godfrey	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.07
INC000000609481	Nancy Sloper	Application	Password	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000609492	Rebecca Collier	Application	None	RSA SecurID Software Token		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000609495	Nolene Hood	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000609498	Sharla Bayles	Application	Reporting	Gmail		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.15
INC000000609500	Luanne Endres	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.13
	Rural South Desktop Support	Silas Aitchison	Human Services	Low	Closed	TTR Missed: No	0.13
INC000000609504	Cindy Cowan	Application	Reporting	PGP		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000609514	Greg Hooks	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000609519	Sharla Bayles	Mobile Devices	Error	Droid		TIR Missed: No	0.09
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.26
INC000000609530	Corrie Miera	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000609535	Mo Schannon	None	None	IPCC Express		TIR Missed: No	0.06
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.55
INC000000609536	Saleima Pahulu	Application	None	SAFE		TIR Missed: Yes	1.22
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: N/A	
INC000000609540	Paula May	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000609544	Delma Martinez	None	None	Gmail		TIR Missed: No	0.33
	Metro B Desktop Support	Austin Farey	Human Services	Low	Closed	TTR Missed: No	1.56
INC000000609547	Suzy S Christopherson	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	0.78
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.78
INC000000609550	Judy Hafen	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000609552	Jennifer M Peterson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000609554	Tim Morganson Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000609585	Terrie Basinger Application Services	Application Paul Lundell	Error Human Services	Gmail Low	Resolved	TIR Missed: Yes TTR Missed: Yes	17.56 17.56
INC000000609590	Szudia Bragg Metro B Help Desk	Application Val Shepherd	None Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000609596	Betty Anderson Operations Production Control	Mainframe Duane Hardy	Password Human Services	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	0.38 0.47
INC000000609605	Cydney Viall Metro B Help Desk	Application Val Shepherd	None Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000609609	Jill Hill Enterprise Security	None Bobette Phillips	None Human Services	Gmail Medium	Resolved	TIR Missed: Yes TTR Missed: Yes	57.69 57.69
INC000000609618	Kimberly Clements Help Desk	Application Vicky Marrelli	Password Human Services	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	0.76 5.57
INC000000609651	Ken Ransom Metro B Desktop Support	Application Annice Valdez	Password Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.15 0.47
INC000000609652	Melannie Holdaway Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000609653	Rosan Radford Technical Lead/Project Manager	Application John Stephenson	Error Human Services	Gmail Low	Resolved	TIR Missed: No TTR Missed: No	0.17 0.17
INC000000609672	Eddie Green Rural North Desktop Support	None Lori Hartzell	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.40 0.40
INC000000609684	Valyn Pace Rural South Desktop Support	Network Joel Finlinson	Incident Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.27 0.27
INC000000609687	Jennifer Melcomian Help Desk	Application Julie VanBeekum	Password Human Services	Utah Master Directory Low	Closed	TIR Missed: Yes TTR Missed: No	3.17 3.29
INC000000609725	Amanda Alkema Metro B Help Desk	None Todd Manning	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000609731	Paula Loakes Metro B Desktop Support	Print/Copy/Scan/Fax Mike Wilde	Incident Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.49 1.10
INC000000609748	Annette Babisz Metro B Help Desk	None Val Shepherd	None Human Services	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000609757	Liz Medina Metro A Desktop Support	None Mike Beynon	None Human Services	Adobe Acrobat Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.84

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Human Services

INC000000609761	Greg Daniels	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lane Adams	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000609771	Bert Bruno	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lane Adams	Human Services	Low	Closed	TTR Missed: No	0.05
INC000000609772	Bob Richards	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lane Adams	Human Services	Low	Closed	TTR Missed: No	0.05
INC000000609782	Joe Brusatto	None	None	Gmail		TIR Missed: Yes	15.73
	Enterprise Security	Sharon Smith	Human Services	Low	Closed	TTR Missed: Yes	15.73
INC000000609785	Arlene Thomason	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000609807	Joalba Boyd	Application	None	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000609812	Lisa Aragon	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000609819	Jill Colvin	Telecom	Call/Receive	None		TIR Missed: No	0.25
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	1.49
INC000000609822	Justina Flesher	None	None	None		TIR Missed: No	0.10
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.18
INC000000609825	Alexandra Urban	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000609827	Nathan Ponis	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000609834	Preston Freitas	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000609842	Justina Flesher	None	None	None		TIR Missed: No	0.09
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.14
INC000000609876	Jennifer Melcomian	None	None	Gmail		TIR Missed: No	0.13
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.15
INC000000609894	Mike Butkovich	None	None	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.22
INC000000609900	Sheila Wooten	Application	Password	Utah Master Directory		TIR Missed: No	1.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	1.04
INC000000609913	Jacki Mitchell	Application	Password	Gmail		TIR Missed: Yes	1.13
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: Yes	17.26

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INC000000609914	Jason Burton	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000609915	Justina Flesher	None	None	None		TIR Missed: No	0.13
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	3.85
INC000000609920	Janene Parry	Application	None	Gmail		TIR Missed: No	0.51
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: N/A	
INC000000609925	Whitney Singleton	Application	None	Gmail		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000609927	Tara Lewis	Application	None	Gmail		TIR Missed: No	0.06
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.36
INC000000609928	Joan Kesler	PC/Laptop	Hardware	None		TIR Missed: No	0.14
	Metro B Desktop Support	Mike Sine	Human Services	Low	Resolved	TTR Missed: No	0.14
INC000000609929	Kathy Tollett	None	None	Gmail		TIR Missed: No	0.09
	Metro B Desktop Support	Mike Wilde	Human Services	Low	Closed	TTR Missed: No	0.17
INC000000609938	Mary Jo Peck	Mobile Devices	Error	iPhone		TIR Missed: No	0.21
	Help Desk	Sarah Johnson	Human Services	Low	Resolved	TTR Missed: No	2.11
INC000000609959	Steven Burr	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000609968	Kyle Harris	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000609970	Marva Anderson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000610000	Paula K Douglass	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000610003	Dixie Quarnberg	Application	None	Gmail		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000610012	Kelsie Tomlinson	Application	None	Gmail		TIR Missed: No	0.04
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.11
INC000000610013	Verna Sorenson	Application	None	Receipt System		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000610025	Penny Rice	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000610035	Jill Colvin	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.05
	Metro B Desktop Support	Mike Wilde	Human Services	Low	Closed	TTR Missed: No	1.22

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INC000000610057	Robert W Johnson	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000610059	Jessi Calder	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000610075	Heather Rondorf	None	None	Adobe Acrobat		TIR Missed: No	0.18
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.19
INC000000610084	Heidy Smith	Application	None	Gmail		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000610096	Heidy Smith	Application	Error	Gmail		TIR Missed: No	0.31
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.31
INC000000610098	Tonya Meade	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000610109	Troy Randall	None	None	Sybase Open Client		TIR Missed: No	0.10
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Closed	TTR Missed: No	0.10
INC000000610125	Kati Bagley	None	None	SAFE		TIR Missed: No	0.18
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	0.75
INC000000610133	Brianne R Cranford	None	None	Gmail		TIR Missed: Yes	1.30
	Metro C Help Desk	Chris Olson	Human Services	Low	Resolved	TTR Missed: No	1.30
INC000000610139	Tonya Meade	None	None	None		TIR Missed: No	0.09
	Metro B Desktop Support	Mike Wilde	Human Services	Low	Closed	TTR Missed: No	0.21
INC000000610142	Jennifer Melcomian	Network	None	None		TIR Missed: No	0.30
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	1.05
INC000000610152	Janis Giles	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000610156	Casey Cole	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.49
INC000000610159	Rose Poll	None	None	None		TIR Missed: Yes	1.70
	ORS Content Manager	Dan Barrett	Human Services	Low	Closed	TTR Missed: No	1.70
INC000000610162	Savanna Allred	None	None	SAFE		TIR Missed: No	0.43
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.50
INC000000610168	Kerry Hansen	PC/Laptop	None	None		TIR Missed: No	0.65
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.93
INC000000610169	Maria Bulloch	PC/Laptop	Performance	None		TIR Missed: No	0.54
	Rural South Desktop Support	Silas Aitchison	Human Services	Low	Closed	TTR Missed: No	0.54

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INC000000610171	Jeff J Turner	Application	Password	Gmail		TIR Missed: No	0.34
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.34
INC000000610173	Darcie Peterson	Application	Password	Citrix ICA Client		TIR Missed: No	0.43
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.48
INC000000610176	Jeff J Turner	Application	Error	Gmail		TIR Missed: No	0.31
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.31
INC000000610187	Terry Jacobsen	None	None	SAFE		TIR Missed: No	0.53
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Resolved	TTR Missed: No	3.05
INC000000610193	Cindy M Lopez	PC/Laptop	None	None		TIR Missed: No	0.15
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	2.21
INC000000610203	John B Wilson	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000610212	Laura Davis Werner	Application	None	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000610236	Jody Eby	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000610237	Peggy Williams	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000610243	Anna Cervantes	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000610246	Carol Voorhees	Application	None	Microsoft Word		TIR Missed: No	0.26
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.26
INC000000610251	Michelle Moss	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000610255	Sandra Reed	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000610265	Cindy M Lopez	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000610277	Kathryn Ball	Application	None	Data Warehouse		TIR Missed: No	0.76
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.88
INC000000610279	Kathryn Ball	Application	None	Data Warehouse		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000610285	Cynthia Aposhian	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00

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Human Services

INC000000610293	Toni Netzler	None	None	Content Manager	TIR Missed: No	0.34
	ORS Content Manager	Dan Barrett	Human Services	Low Closed	TTR Missed: No	0.34
INC000000610303	Mavis Stevenson	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Closed	TTR Missed: No	0.00
INC000000610307	Catherine Taylor	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.47
	Metro B Desktop Support	Annice Valdez	Human Services	Low Resolved	TTR Missed: No	0.48
INC000000610317	Esmeralda Malili	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000610324	Esmeralda Malili	None	None	Droid	TIR Missed: Yes	1.58
	Application Services	Dustin Crump	Human Services	Low Closed	TTR Missed: No	1.58
INC000000610345	Judy Hafen	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
INC000000610347	Rod Layton	Application	Password	Utah Master Directory	TIR Missed: No	0.59
	Help Desk	Julie VanBeekum	Human Services	Low Closed	TTR Missed: No	0.63
INC000000610359	Laura Davis Werner	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000610375	Kevin Jackson	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Closed	TTR Missed: No	0.00
INC000000610390	Cynthia Akins	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low Closed	TTR Missed: No	0.00
INC000000610397	Kevin Jackson	Application	Password	Citrix ICA Client	TIR Missed: No	0.68
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.82
INC000000610402	Ernest Cuatto	None	None	Gmail	TIR Missed: No	0.00
	PCHELPS Gmail	Chris Olson	Human Services	Low Closed	TTR Missed: No	0.00
INC000000610403	Leslie Albertson	Application	Password	Utah Master Directory	TIR Missed: No	0.41
	Help Desk	Brenda Treadway	Human Services	Low Closed	TTR Missed: No	0.61
INC000000610405	Alexandra Urban	Application	Error	Gmail	TIR Missed: No	0.53
	Application Services	Tony Larsen	Human Services	Low Resolved	TTR Missed: No	0.54
INC000000610416	Shawna Peterson	None	None	None	TIR Missed: No	0.29
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed	TTR Missed: No	0.29
INC000000610426	Alyssa Damron	Application	None	Gmail	TIR Missed: No	0.26
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.64
INC000000610450	Catrena Doster	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low Closed	TTR Missed: No	0.00

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INC000000610453	Jeanine Taylor	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.11
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.15
INC000000610477	Marsha Taylor	Network	Password	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low Closed	TTR Missed: No	0.00
INC000000610484	Sonja Nordstrom	Network	Password	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low Closed	TTR Missed: No	0.00
INC000000610490	Travis Patten	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low Closed	TTR Missed: No	0.00
INC000000610496	Jared Parrish	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low Closed	TTR Missed: No	0.00
INC000000610497	Jared Parrish	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low Closed	TTR Missed: No	0.00
INC000000610501	Angela Fleming	None	None	Gmail	TIR Missed: No	0.37
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.70
INC000000610518	Steven J Sorensen	Application	None	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000610533	Kerry Hansen	Application	Password	Cisco AnyConnect VPN Client	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000610540	Violet Secrest	Application	None	Gmail	TIR Missed: No	0.86
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	1.85
INC000000610545	Kelli Karpakis	None	None	Google Chrome	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.06
INC000000610547	Kelli Karpakis	None	None	IPCC Express	TIR Missed: No	0.02
	Metro B Desktop Support	Annicc Valdez	Human Services	Low Closed	TTR Missed: No	0.29
INC000000610565	Mo Schannon	None	None	Content Manager	TIR Missed: No	0.89
	ORS Content Manager	Dan Barrett	Human Services	Low Closed	TTR Missed: No	0.96
INC000000610568	Rebecca Collier	Application	Password	RSA SecurID Software Token	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000610576	Tamera Weis	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000610589	Diana Corona	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000610596	Tammy Knight	Application	None	IPCC Express	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00

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INC000000610598	Danny Thomas	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000610600	Jeanine Taylor	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000610616	Chad Carter	Application	None	None	TIR Missed: No	0.30
	Metro B Desktop Support	Jay Locker	Human Services	Low Closed	TTR Missed: No	3.79
INC000000610622	Laurinda Kennedy	Network	Performance	None	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low Closed	TTR Missed: No	0.00
INC000000610627	Don Moss	None	None	None	TIR Missed: No	0.17
	Metro B Desktop Support	Anthony Booyse	Human Services	Low Closed	TTR Missed: No	4.21
INC000000610631	Heidi Little	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000610633	Cheryl Sharp	None	None	Google Chrome	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.09
INC000000610638	Dot Clayton	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000610639	Marcie Valenzuela	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Human Services	Low Closed	TTR Missed: No	0.00
INC000000610644	Marcie Valenzuela	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Human Services	Low Closed	TTR Missed: No	0.00
INC000000610646	Marcie Valenzuela	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Human Services	Low Closed	TTR Missed: No	0.00
INC000000610648	Jennifer Melcomian	Application	Error	Gmail	TIR Missed: No	0.76
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	1.11
INC000000610653	Hope Bytheway	Telecom	Call/Receive	Telephone	TIR Missed: No	0.09
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low Closed	TTR Missed: No	0.28
INC000000610663	Marla Mathisen	None	None	Gmail	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000610672	Joan Charter	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.12
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	0.79
INC000000610699	Bruce Glad	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000610705	Judy Hafen	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00

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INC000000610713	Kathryn Holt	PC/Laptop	Performance	None		TIR Missed: No	0.95
	Rural South Desktop Support	Silas Aitchison	Human Services	Low	Closed	TTR Missed: No	0.95
INC000000610724	Karin Thorn	None	None	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.93
INC000000610727	Jeanne Finefeuiaki	Application	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	2.38
INC000000610731	Cherilyn Webster	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000610735	Janis Hurst	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.08
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	1.49
INC000000610742	Guy Thompson	None	None	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.13
INC000000610754	Lorilee Snyder	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000610756	Tammy Nuttall	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000610759	Bonnie Francis	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000610762	Mark Perry	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000610763	Kurt Foster	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000610764	Rachel Burningham	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000610768	Violet Secrest	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000610771	Debra Dopp	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000610777	Racheal Clements	Application	Error	Gmail		TIR Missed: No	0.08
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	4.64
INC000000610791	Faline Iorg	None	None	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000610794	Roberta Myren	None	None	Gmail		TIR Missed: No	0.27
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.43

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INC000000610811	Rusty Hendrickson	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	0.88
INC000000610832	Justina Flesher	None	None	None		TIR Missed: No	0.12
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.18
INC000000610834	Maria Catalini	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratuszniak	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000610835	Lisa Aragon	None	None	Utah Criminal Justice Informatio		TIR Missed: No	0.20
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.26
INC000000610843	Kehlie Gomez	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratuszniak	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000610845	Jeanne Godfrey	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratuszniak	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000610848	Edith Martinez	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.69
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.69
INC000000610865	Jana Gierisch	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000610872	Jeanne Godfrey	None	None	Gmail		TIR Missed: No	0.00
	Application Services	Dustin Crump	Human Services	Low	Resolved	TTR Missed: Yes	31.85
INC000000610874	Royce Clark	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000610881	Kati Wheatley	Application	None	Novell ConsoleOne		TIR Missed: No	0.23
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.79
INC000000610886	Val Bonnett	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000610887	KC Whittaker	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000610890	Arlene Thomason	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000610891	Vern Greenhalgh	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000610894	Kristy Walker	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000610903	Kjersty Olson	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000610905	Arlene Thomason Metro B Help Desk	Application Todd Manning	Password Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000610910	Laadan Gharagozloo Help Desk	Network Eileen Dubach	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000610912	Laadan Gharagozloo Help Desk	Mobile Devices Sarah Johnson	None Human Services	Droid Low	Resolved	TIR Missed: No TTR Missed: No	0.05 0.07
INC000000610915	Laureen Wilson PCHELPS Gmail	None Chris Olson	None Human Services	Gmail Low	Closed	TIR Missed: Yes TTR Missed: No	4.20 4.20
INC000000610920	william ika Metro B Help Desk	None Gary Graham	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000610921	Lori Roper Metro B Help Desk	Mobile Devices Gary Graham	Error Human Services	Droid Low	Closed	TIR Missed: No TTR Missed: No	0.31 0.31
INC000000610936	Aaron Breinholt Metro B Desktop Support	None Peter Musser	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.14 2.30
INC000000610941	Genie Kebelis Metro C Help Desk	None Ross Owen	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000610946	Denise Thomas Help Desk	Network Brenda Treadway	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000610948	Trisha Coburn Metro B Help Desk	Application Todd Manning	Password Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000610950	Kimberly Hyde Rural Central Desktop Support	None Jessica Purcell	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000610959	Victoria Young Help Desk	Network Brenda Treadway	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000610962	Judy Alice Harrington Metro B Help Desk	None Todd Manning	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000610967	Jennifer Elwood Metro B Desktop Support	PC/Laptop Austin Farey	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.46 0.46
INC000000610980	Joshua Jefferson Voice/Data/WAN Services	Telecom T Artis	Hardware Human Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.17 0.62
INC000000610983	Judy Hafen Metro B Help Desk	Mainframe Val Shepherd	Password Human Services	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000610994	Julie Craner Help Desk	Application Eileen Dubach	Error Human Services	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.00 1.57

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INC000000611002	Mike Godfrey	Application	None	Gmail		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed: No	1.01
INC000000611012	Kim Turner	None	None	None		TIR Missed: No	0.10
	Metro B Desktop Support	Sean Chadbourne	Human Services	Low	Closed	TTR Missed: No	0.10
INC000000611015	Brittney Borough	Application	None	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000611022	Thomas Corry	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.14
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.39
INC000000611025	Lyle Schofield	PC/Laptop	None	None		TIR Missed: No	0.06
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.30
INC000000611033	Spencer Kincheloe	PC/Laptop	None	None		TIR Missed: No	0.21
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.21
INC000000611039	Linda Boyd-Melancon	None	None	None		TIR Missed: No	0.22
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	1.30
INC000000611045	Darrell Krueger	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000611050	Violet Secrest	Application	None	Adobe Connect		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000611065	Jared Bond	None	None	Gmail		TIR Missed: Yes	2.86
	Technical Lead/Project Manager	Mart Gardner	Human Services	Low	Resolved	TTR Missed: No	2.86
INC000000611070	Catrena Doster	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000611083	Ruth Hauser	None	None	Gmail		TIR Missed: Yes	1.07
	Technical Lead/Project Manager	Mark Lowe	Human Services	Low	Closed	TTR Missed: No	1.07
INC000000611087	Alisha Martinez	Application	Error	Citrix ICA Client		TIR Missed: No	0.26
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.47
INC000000611097	Ruth Hauser	None	None	Gmail		TIR Missed: No	0.10
	Help Desk	Dawn Wayment	Human Services	Low	Closed	TTR Missed: No	0.11
INC000000611107	Susan Johnson	Application	Error	Gmail		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000611114	Donelle Clements	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000611129	Heidi Trujillo	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000611133	Penny Rice	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000611149	Melinda Lewis	Network	Password	None		TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000611172	Jill R Ashtawy	PC/Laptop	Error	None		TIR Missed: No	0.12
Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No	0.21	
INC000000611185	Terry Zubiran	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Metro B Desktop Support	Anthony Booyse	Human Services	Low	Resolved	TTR Missed: No	0.00	
INC000000611204	Karen Miner	None	None	None		TIR Missed: No	0.00
Salt Lake Data Center Operations	Darren Wayment	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000611211	Vea Ofa	Network	Password	None		TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000611253	Karen Miner	None	None	Gmail		TIR Missed: Yes	57.68
Application Services	Danielle Hood	Human Services	Low	Resolved	TTR Missed: Yes	57.75	
INC000000611254	Andy Gardiner	Application	None	Gmail		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000611265	Heather Rondorf	PC/Laptop	Error	None		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000611268	Bill Boyle	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000611274	Jennifer Gardner	Application	None	Internet Explorer		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000611291	Joan Charter	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000611297	Michelle Moss	None	None	Gmail		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000611307	Justina Flesher	Application	None	Gmail		TIR Missed: No	0.46
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	1.73	
INC000000611308	Marco Merrill	Application	Password	PGP		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.46	
INC000000611310	Linda Baggs	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000611313	Linda Bright	Application	Error	Gmail		TIR Missed: No	0.47
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.83	

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Human Services

INC000000611322	Pam Nacario	Application	None	ZENworks for Desktops	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000611332	Deanne Evans	None	None	SAFE	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.75
INC000000611357	Jody Eby	PC/Laptop	None	None	TIR Missed: No	0.16
Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	0.16
INC000000611367	Justina Flesher	None	None	None	TIR Missed: Yes	1.27
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.41
INC000000611377	Vicki Carver	Application	Error	Gmail	TIR Missed: No	0.00
Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: Yes	13.08
INC000000611380	Kyle Hillyard	Application	Password	Citrix ICA Client	TIR Missed: Yes	1.41
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	1.46
INC000000611387	Dawna Shultz	None	None	Gmail	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.34
INC000000611390	Maciel Perea	Application	Error	Internet Explorer	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000611416	Cynthia Akins	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000611425	Michael Jones	PC/Laptop	None	None	TIR Missed: Yes	1.12
Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed: Yes	8.19
INC000000611426	Mel Castillo	Application	Reporting	Microsoft Word	TIR Missed: No	0.00
Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.16
INC000000611432	Sandi Evans	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000611433	Joan Charter	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000611440	Ella Lopez	Mainframe	Password	BlueZone	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000611468	Bruce Glad	Telecom	Call/Receive	None	TIR Missed: No	0.13
Voice Operations	Kelly Johnson	Human Services	Low	Closed	TTR Missed: No	1.07
INC000000611469	Annette Perkins	None	None	Adobe Acrobat	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000611478	Shylo Pickeral	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.78
Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	2.26

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Human Services

INC000000611495	Amanda Alkema	PC/Laptop	Performance	None		TIR Missed: No	0.08
	Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed: No	0.08
INC000000611506	Mary Hyland	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000611547	Edith Martinez	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.06
INC000000611548	Stuart Schroeder	Application	Password	Utah Master Directory		TIR Missed: No	0.16
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.16
INC000000611557	Brad Cook	Application	Reporting	PGP		TIR Missed: No	0.28
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	1.18
INC000000611560	Candice Carroll	Application	Password	Utah Master Directory		TIR Missed: No	0.23
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.23
INC000000611577	Elyse Martin	None	None	Gmail		TIR Missed: No	0.00
	Application Services	Danielle Hood	Human Services	Low	Resolved	TTR Missed: Yes	30.77
INC000000611610	Mary Jo Peck	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.46
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.74
INC000000611611	Leann Wilber	Application	Password	Utah Master Directory		TIR Missed: No	0.19
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.19
INC000000611619	Lydia Velasquez	Application	Password	Utah Master Directory		TIR Missed: No	0.41
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	4.30
INC000000611620	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000611624	Leann Wilber	Application	Password	Utah Master Directory		TIR Missed: No	0.14
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.14
INC000000611634	Heather Barlow	Application	None	Gmail		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	1.23
INC000000611635	Rick Platt	Mobile Devices	Error	iPhone		TIR Missed: No	0.27
	Application Services	Danielle Hood	Human Services	Low	Resolved	TTR Missed: Yes	25.11
INC000000611641	Sharla Bayles	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000611663	Betty Anderson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000611665	Nathan Ponis	None	None	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.14

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INC000000611693	Rachel Mccracken	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000611697	Lory Pond	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000611700	Sharla Bayles	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000611705	Sheila Wooten	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000611713	Marilee Greenland	Application	None	Medicaid Managed Care System	TIR Missed: No	0.86
Metro A Desktop Support	Mike Beynon	Human Services	Low	Resolved	TTR Missed: No	0.86
INC000000611714	Nicole Moore	Application	Password	Utah Master Directory	TIR Missed: No	0.45
Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.45
INC000000611716	Judy Hammer	None	None	None	TIR Missed: No	0.71
Help Desk	Sarah Johnson	Human Services	Low	Resolved	TTR Missed: No	0.74
INC000000611724	Caron Hacker	Network	None	Novell ConsoleOne	TIR Missed: No	0.18
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.19
INC000000611743	Ruth Wilson	None	None	Gmail	TIR Missed: No	0.51
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.64
INC000000611752	Tami Fullerton	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000611762	Matthew Hoyal	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000611781	Saleima Pahulu	None	None	None	TIR Missed: No	0.30
Metro B Desktop Support	Cindy Reed	Human Services	Low	Closed	TTR Missed: No	0.30
INC000000611798	Linda Bright	Application	Error	PGP	TIR Missed: No	0.30
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.30
INC000000611800	Eric Olson	Application	Password	Utah Master Directory	TIR Missed: No	0.17
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.17
INC000000611811	Kiri Brough	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000611819	Stacey Boyd	Telecom	None	None	TIR Missed: No	0.27
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.27
INC000000611836	Bart Mason	PC/Laptop	None	None	TIR Missed: No	0.06
Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.13

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INC000000611839	Colleen Berrett Metro B Help Desk	Application Val Shepherd	None Human Services	Utah Criminal Justice Informatio Low	TIR Missed: No Closed TTR Missed: No	0.11 0.18
INC000000611844	Scott Abeyta Metro C Help Desk	None Reed Stohel	None Human Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000611865	Phyllis Rogerson Rural North Desktop Support	PC/Laptop Ruston McKay	Hardware Human Services	None Low	TIR Missed: No Closed TTR Missed: No	0.57 2.98
INC000000611866	Heather Casutt Metro C Help Desk	Print/Copy/Scan/Fax Reed Stohel	Queue Human Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000611880	Jody Eby Metro B Desktop Support	None Anthony Booyse	None Human Services	None Low	TIR Missed: No Closed TTR Missed: No	0.01 0.02
INC000000611891	Jantz Afuvai Metro B Help Desk	Application Gary Graham	Password Human Services	Utah Master Directory Low	TIR Missed: No Resolved TTR Missed: No	0.59 0.79
INC000000611908	Joan Kesler Metro B Help Desk	Application Gary Graham	Reporting Human Services	PGP Low	TIR Missed: No Resolved TTR Missed: No	0.50 2.77
INC000000611916	Cynthia Vitko Help Desk	Network Eileen Dubach	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000611931	Valene Gibbs Rural North Desktop Support	Print/Copy/Scan/Fax Ruston McKay	Queue Human Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000611932	Lorilee Snyder Rural North Desktop Support	None Ruston McKay	None Human Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000611933	Natalie Stoddard Rural North Desktop Support	Network Ruston McKay	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000611947	Kjersty Olson Rural Central Desktop Support	None Jessica Purcell	None Human Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000611951	Joan Charter Metro B Desktop Support	Print/Copy/Scan/Fax Annice Valdez	Queue Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.25 0.26
INC000000611956	Angela Schmith Metro B Help Desk	Mainframe Gary Graham	Password Human Services	BlueZone Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000611975	Kolyn Tacy Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000611984	Cassandra Daley Voice/Data/WAN Services	Telecom Jana Gunnell	Dial Tone Human Services	Telephone Low	TIR Missed: No Resolved TTR Missed: No	0.66 0.76
INC000000611996	Joan Kesler Help Desk	Application Vicky Marrelli	Error Human Services	PGP Low	TIR Missed: No Closed TTR Missed: No	0.00 0.50

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INC000000612030	Cami Hadley	Telecom	Voice Mail	Telephone		TIR Missed: No	0.27
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	1.40
INC000000612035	Jill Rainey	None	None	Gmail		TIR Missed: No	0.12
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.12
INC000000612051	Angela Schmith	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000612056	Mike Derbidge	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000612064	Jeanne Godfrey	None	None	Gmail		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000612070	Ruth Wilson	None	None	Gmail		TIR Missed: No	0.20
	Metro B Desktop Support	Peter Musser	Human Services	Low	Resolved	TTR Missed: No	0.20
INC000000612078	Ann Nelson	None	None	Gmail		TIR Missed: No	0.74
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	3.51
INC000000612084	Wilton Lolofie	PC/Laptop	Performance	None		TIR Missed: No	0.04
	Metro B Desktop Support	Mike Wilde	Human Services	Low	Closed	TTR Missed: No	0.04
INC000000612096	Leslee Butterfield	Application	None	Adobe Connect		TIR Missed: No	0.34
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.36
INC000000612098	Judy Hammer	None	None	None		TIR Missed: No	0.15
	Help Desk	Sarah Johnson	Human Services	Low	Closed	TTR Missed: No	0.20
INC000000612102	Renee Van Tussenbrook	Application	Reporting	Internet Explorer		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000612111	Carol E Loumeau	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000612118	Janice Oswald	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000612131	Janice Dabling	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000612136	Arnell Wamsley	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000612139	Ivana Meandzija	Billing	None	Contract Approval Payment Sys		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000612141	John Lambert	Application	Error	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	1.59

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INC000000612149	Carlos Sylvanstoke	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000612179	Michelle Moss	None	None	Droid		TIR Missed: Yes	10.21
	Application Services	Danielle Hood	Human Services	Low	Resolved	TTR Missed: Yes	10.21
INC000000612193	Tammy Petrowski	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.99
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.99
INC000000612212	Francis Mateaki	None	None	Gmail		TIR Missed: No	0.79
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	1.00
INC000000612225	Kristina Seumanu	Application	Password	Gmail		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: Yes	8.15
INC000000612233	Holly Jenkins	Application	Error	Microsoft Access		TIR Missed: No	0.60
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed: No	0.60
INC000000612237	Tammy Nuttall	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000612239	Kehlie Gomez	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000612252	Anna Cervantes	Telecom	Area Code	Telephone		TIR Missed: No	0.38
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Resolved	TTR Missed: No	0.64
INC000000612260	Tara jorgenson	Telecom	Voice Mail	Telephone		TIR Missed: No	0.29
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Resolved	TTR Missed: No	0.29
INC000000612266	Grant Tolley	None	None	Gmail		TIR Missed: No	0.34
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.34
INC000000612267	Billie Bell	Application	None	None		TIR Missed: No	0.09
	Metro B Desktop Support	Mike Wilde	Human Services	Low	Closed	TTR Missed: No	0.09
INC000000612268	Jilene Gunther	Application	None	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000612269	Kjersty Olson	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000612275	Sonia Sweeney	Application	Error	None		TIR Missed: No	0.22
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.22
INC000000612303	Matthew Cox	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000612307	Christopher Johansen	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000612310	Marti Bown	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000612313	Lani Busk	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000612316	Pam Allred	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000612317	Mark Coombs	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000612320	Tamra Johnson	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000612322	Nyle Bennett	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000612323	Valorie Johnson	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000612342	Sharla Bayles	Application	Password	Utah Master Directory		TIR Missed: No	0.15
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.83
INC000000612358	Kathryn Gerbich	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000612361	Lesa Willhard	Application	Password	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000612366	Tami Fullerton	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000612367	Tami Fullerton	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000612370	Becky Gallegos	Application	Error	RSA SecurID Software Token		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000612374	Maria Hernandez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000612378	Teresa Flores	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000612383	Gordon Gunn	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000612384	Teresa Flores	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000612399	Chris Hoffman	None	None	IPCC Express		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000612408	Sharla Bayles	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000612413	Cindy S Clark	Application	Password	Citrix ICA Client		TIR Missed: No	0.84
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	1.04
INC000000612415	Sandra Gleed	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000612423	Gordon Gunn	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000612427	Jacque Illguth	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000612440	Tammy Nuttall	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000612443	Daniel Musto	None	None	Gmail		TIR Missed: Yes	35.75
	Application Services	Danielle Hood	Human Services	Low	Resolved	TTR Missed: Yes	35.75
INC000000612444	Julie Fisher	Application	None	Gmail		TIR Missed: No	0.78
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.97
INC000000612454	Lisa Bennett	PC/Laptop	None	None		TIR Missed: Yes	1.71
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Resolved	TTR Missed: No	1.91
INC000000612465	Jeanmarie Morris	PC/Laptop	None	None		TIR Missed: Yes	1.09
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	5.55
INC000000612471	Lesley Lundeberg	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000612472	Linda Tripp	PC/Laptop	Hardware	None		TIR Missed: No	0.10
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Resolved	TTR Missed: No	0.10
INC000000612473	April Conti	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000612479	Edith Martinez	None	None	None		TIR Missed: No	0.06
	Metro B Desktop Support	Annicke Valdez	Human Services	Low	Resolved	TTR Missed: No	0.08
INC000000612484	Danny R Wheatley	Application	Error	Gmail		TIR Missed: No	0.17
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	0.92
INC000000612494	Kelsie Tomlinson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.88
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	1.74

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INC000000612497	April Conti	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000612499	Amie Richards	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000612513	Leann Wilber	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000612515	Cheryl Schilling	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000612542	Allison Shiffler	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Resolved	TTR Missed: No	0.02
INC000000612544	Justina Flesher	None	None	None		TIR Missed: No	0.19
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.19
INC000000612550	Arnell Wamsley	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000612552	Andrea Jenkins	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000612558	Brian Beus	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Human Services	Low	Resolved	TTR Missed: No	4.20
INC000000612563	Becky Gallegos	Application	None	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000612574	Sherry Lemmon	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000612583	Allen Randall	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000612584	Susan Schirmer	Telecom	Call/Receive	Telephone		TIR Missed: No	0.29
	Voice/Data/WAN Services	Mark Thomas	Human Services	Low	Resolved	TTR Missed: No	1.33
INC000000612592	Polly Colbert	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.17
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.17
INC000000612593	Jill Hill	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: No	0.46
	Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	0.46
INC000000612606	Polly Colbert	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000612613	Brooke Mathews	Application	Password	PGP		TIR Missed: No	0.25
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.50

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INC000000612616	Becky Gallegos	Application	Password	Content Manager	TIR Missed: Yes	2.38
	ORS Content Manager	Dan Barrett	Human Services	Low Resolved	TTR Missed: No	2.38
INC000000612617	James West	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000612625	Kristin Urry	Application	Error	PGP	TIR Missed: No	0.15
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.18
INC000000612629	Mavanie Vein	Network	None	Novell ConsoleOne	TIR Missed: No	0.84
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	2.34
INC000000612637	Lory Pond	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000612640	Angela Aguado	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000612646	Amanda Alkema	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000612661	Laura Garrard	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000612674	Polly Colbert	EIS Hardware	Printer	None	TIR Missed: No	0.36
	Strategic Communications	Dennis Rogers	Human Services	Low Resolved	TTR Missed: Yes	6.42
INC000000612676	Mike Hebdon	None	None	Action Request System	TIR Missed: No	0.14
	Metro B Desktop Support	Annice Valdez	Human Services	Low Resolved	TTR Missed: No	0.15
INC000000612680	Carmen K Lloyd	Network	Performance	None	TIR Missed: No	0.10
	Campus Networking	Robert Ryan	Human Services	Low Resolved	TTR Missed: No	0.48
INC000000612686	Sara Bodily	None	None	Microsoft Excel	TIR Missed: No	0.10
	Metro B Desktop Support	Annice Valdez	Human Services	Low Resolved	TTR Missed: No	0.11
INC000000612691	Becky Gallegos	Application	Password	Utah Master Directory	TIR Missed: No	0.39
	Help Desk	Eileen Dubach	Human Services	Low Resolved	TTR Missed: No	5.23
INC000000612692	Sara Moon	None	None	Symantec Backup Exec Remote	TIR Missed: No	0.88
	Metro B Hosting	James Gramse	Human Services	Low Resolved	TTR Missed: No	0.88
INC000000612705	Patricia Runyan	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000612738	Stephanie Valdez	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000612754	Justina Flesher	Network	None	Novell ConsoleOne	TIR Missed: No	0.22
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.25

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INC000000612771	Valene Tuttle	Application	Password	PGP		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Resolved	TTR Missed: No	2.51
INC000000612774	Penny Rice	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000612790	Barbara Holstein	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000612793	Jennifer N Davis	Application	Error	None		TIR Missed: No	0.39
	Rural South Desktop Support	Silas Aitchison	Human Services	Low	Resolved	TTR Missed: No	2.06
INC000000612809	Justina Flesher	Application	None	Gmail		TIR Missed: No	0.86
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	1.83
INC000000612812	Carol Voorhees	Application	None	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000612817	Marne Bowden	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000612820	Holly Freestone	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000612822	Jeanmarie Morris	None	None	None		TIR Missed: Yes	1.03
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	1.03
INC000000612826	Cynthia Aposhian	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000612828	Cynthia Aposhian	Application	None	Utah Criminal Justice Information		TIR Missed: No	0.06
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.20
INC000000612834	Charlyn Child	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000612836	Kayla Maxfield	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000612861	Derek Christiansen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000612865	Donna Russell	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.04
INC000000612869	Justina Flesher	Application	None	Gmail		TIR Missed: No	0.84
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.84
INC000000612873	Becky Gallegos	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000612882	Justina Flesher	Application	None	Gmail		TIR Missed: Yes	22.55
	Technical Lead/Project Manager	Martin Gonzalez	Human Services	Low	Resolved	TTR Missed: Yes	22.65
INC000000612885	Kay Layton	None	None	McAfee VirusScan Enterprise		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000612919	Julia Kolovich	Application	None	Gmail		TIR Missed: No	0.03
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.03
INC000000612920	Michele Garrick	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000612922	Anthony Fuga	Application	Error	None		TIR Missed: No	0.94
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Resolved	TTR Missed: No	0.94
INC000000612933	Jackie Stahler	Telecom	Feature	Telephone		TIR Missed: No	0.20
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Resolved	TTR Missed: No	2.11
INC000000612948	Teresa Flores	Application	Password	DB2 Query Management Facilit		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000612959	Kelli Karpakis	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000612973	Melanie Rasmussen	Application	None	Google Chrome		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000612978	Abraham Montalbo	None	None	None		TIR Missed: Yes	2.92
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Resolved	TTR Missed: No	2.92
INC000000612981	Mary Jensen	None	None	None		TIR Missed: No	0.36
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.60
INC000000612984	Salvador Mendez	PC/Laptop	Performance	None		TIR Missed: No	0.99
	Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed: No	0.99
INC000000612987	Trisha Coburn	Application	Reporting	SAFE		TIR Missed: No	0.97
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	1.07
INC000000613008	Leslie Howell	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.82
	Rural North Desktop Support	Dane Smith	Human Services	Low	Resolved	TTR Missed: No	0.82
INC000000613025	Becky Gallegos	Application	Password	Utah Master Directory		TIR Missed: No	0.42
	Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	0.42
INC000000613037	lilian gilbert	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613039	Kristy Walker	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.99
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	1.21

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INC000000613046	Rashelle Butcher Metro B Help Desk	Application Val Shepherd	Password Human Services	DB2 Query Management Facility Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000613058	Tashina Sherman Help Desk	Application Vicky Marrelli	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000613060	Lory Pond Strategic Communications	EIS Hardware Luis Larios	None Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.51 4.49
INC000000613076	Judy Hafen Metro B Desktop Support	None Annice Valdez	None Human Services	Office of Recovery Services Infoc Low	TIR Missed: No Resolved TTR Missed: No	0.06 0.06
INC000000613097	Wendy Whiting Metro A Desktop Support	None Mike Beynon	None Human Services	Gmail Low	TIR Missed: No Resolved TTR Missed: No	0.10 0.10
INC000000613106	Sherri Hernandez Metro A Help Desk	None Edward Fortner	None Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000613120	Steven Huntsman Metro B Help Desk	None Gary Graham	None Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000613123	Charlyn Child Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000613125	Janet E Campbell Application Services	Application Mart Gardner	Error Human Services	Gmail Low	TIR Missed: Yes Resolved TTR Missed: No	1.24 1.24
INC000000613135	Lisa Carter Voice Operations	Telecom Romanza Hamblin Sorensen	Voice Mail Human Services	Telephone Low	TIR Missed: No Resolved TTR Missed: No	0.09 0.19
INC000000613156	Candice Whiteley Voice Operations	Telecom James Gifford	Voice Mail Human Services	Telephone Low	TIR Missed: No Resolved TTR Missed: No	0.07 0.48
INC000000613182	Joni Lance Metro A Help Desk	None Ed Conrad	None Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000613192	Jolene Dalley-Waters Metro C Help Desk	Network Ross Owen	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000613198	Kami Elmer Metro A Help Desk	Print/Copy/Scan/Fax Ed Conrad	Queue Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000613203	Laura Roe Rural North Desktop Support	Print/Copy/Scan/Fax Ryan Casey	Incident Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.08 0.08
INC000000613241	Maria Mulitalo Rural Central Desktop Support	Network Gerald Adams	Password Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000613243	Michael Vanfleet Rural Central Desktop Support	Network Gerald Adams	Password Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00

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INC000000613247	Nicole Laub	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613253	Alex Day	Application	Password	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613256	Katherine Fryer	None	None	None		TIR Missed: No	0.15
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.16
INC000000613260	Dave MacArt	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613262	Dave MacArt	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613267	Barbara Gallegos	None	None	Gmail		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613277	Nathan Hong	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613281	Celeste LaBorde	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613284	Katherine Fryer	None	None	None		TIR Missed: No	0.00
	Network Operations	Michael Ostrander	Human Services	Low	Resolved	TTR Missed: No	0.27
INC000000613285	Rodney Karr	Application	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613292	Nancy Newman	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613297	Cindy S Clark	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613305	Becky Gallegos	Application	Password	Utah Master Directory		TIR Missed: No	0.14
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	1.27
INC000000613306	Susan Cleaver	PC/Laptop	None	None		TIR Missed: No	0.06
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.11
INC000000613307	Susan Hardinger	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613313	Scott Weight	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613317	Carolyn White	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000613319	Chris Stock	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613333	Tamera Weis	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613336	Kari Bennett	Application	Error	Cisco Network Assistant	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613337	Susan Hardinger	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613341	Keri Allen	None	None	None	TIR Missed: No	0.21
Metro B Desktop Support	Anthony Booyse	Human Services	Low	Resolved	TTR Missed: No	0.21
INC000000613359	Mary C Blackburn	Network	None	None	TIR Missed: No	0.20
Campus Networking	Robert Ryan	Human Services	Medium	Resolved	TTR Missed: No	0.26
INC000000613386	Mike Butkovich	None	None	None	TIR Missed: No	0.57
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.57
INC000000613389	Becky Gallegos	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613393	Barbara Vargas	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613404	Sherri Carter	Application	None	Gmail	TIR Missed: No	0.22
Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	1.43
INC000000613425	Jeannie Tamera Warner	Application	None	SAFE	TIR Missed: No	0.35
Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	0.86
INC000000613428	Suzanne Beckstead	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613464	Margaret Farrington	PC/Laptop	Performance	None	TIR Missed: No	0.12
Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.14
INC000000613468	Jennifer Elwood	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613480	Nathan Medina	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.11
Rural Central Desktop Support	Gerald Adams	Human Services	Low	Resolved	TTR Missed: No	0.71
INC000000613484	Vicky Wallace	Network	None	None	TIR Missed: No	0.13
Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.22
INC000000613487	Danny Thomas	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000613502	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613524	Milton Gale	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613530	Tamera Weis	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613549	Justina Flesher	Application	None	Novell ConsoleOne		TIR Missed: No	0.10
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.19
INC000000613552	Shaunna Skidmore	Network	None	None		TIR Missed: No	0.18
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.18
INC000000613554	Heather Fischer	None	None	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613559	Heather Casutt	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613562	Teresa Trujillo	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613570	Diane Felt	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613573	Angela Morrill	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613579	Lani Busk	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613580	Justina Flesher	Application	None	Gmail		TIR Missed: No	0.05
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.05
INC000000613592	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613593	Zinna Burks	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.18
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.18
INC000000613601	Mike Butkovich	Application	Reporting	None		TIR Missed: No	0.18
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.18
INC000000613605	Paula May	None	None	None		TIR Missed: No	0.13
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.14
INC000000613615	Mary Durfee	None	None	Gmail		TIR Missed: No	0.04
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.04

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INC000000613617	Donna Jordan	None	None	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613637	Daphanie Meyers	Application	Error	None		TIR Missed: No	0.27
	Rural South Desktop Support	Dan Anthony	Human Services	Low	Resolved	TTR Missed: No	0.27
INC000000613640	Violet Secrest	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613641	Rachel Mccracken	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613644	Julienne Rhees	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613657	Kati Wheatley	None	None	None		TIR Missed: No	0.39
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Resolved	TTR Missed: No	0.70
INC000000613669	Kingi Tonga	Application	Reporting	State Payroll Time Entry System		TIR Missed: Yes	1.05
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	1.29
INC000000613672	Tammy Nuttall	Application	Password	Utah Criminal Justice Information System		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613673	Nancy Newman	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613679	Jeff Harrop	None	None	Droid		TIR Missed: Yes	21.74
	Application Services	Danielle Hood	Human Services	Low	Resolved	TTR Missed: Yes	21.74
INC000000613680	Jeff Harrop	None	None	Norton AntiVirus		TIR Missed: No	0.06
	Metro B Desktop Support	Peter Musser	Human Services	Low	Resolved	TTR Missed: No	0.06
INC000000613686	Janice Oswald	Application	Password	Utah Criminal Justice Information System		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613688	Irene Lee-lo	None	None	SAFE		TIR Missed: No	0.35
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Resolved	TTR Missed: No	0.35
INC000000613691	Lori Butler	None	None	Utah Criminal Justice Information System		TIR Missed: No	0.69
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	1.01
INC000000613727	Eva Clarke	Application	Error	Utah Criminal Justice Information System		TIR Missed: No	0.32
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.46
INC000000613731	Ed Fasy	PC/Laptop	Error	None		TIR Missed: No	0.37
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Resolved	TTR Missed: No	1.61
INC000000613756	Kyle Garrett	Application	Error	SAFE		TIR Missed: No	0.52
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.54

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INC000000613758	Cynthia Akins	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613761	Sherry Lemmon	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613764	Brianna Bird	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613768	Britany A Nixon	Application	None	Gmail		TIR Missed: No	0.87
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: Yes	11.66
INC000000613787	Lisa Peek	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613802	Tammy Knight	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613836	Loretta Campbell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613844	Yolanda Abrego	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613848	Fred Murakaru	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613851	Liesa Stockdale	Application	Reporting	None		TIR Missed: No	0.09
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.16
INC000000613858	Melissa Anderson	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613889	Chad B Hansen	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613900	Nathan Hong	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.81
INC000000613914	Andrew Thatcher	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613919	Jeffrey Gamette	Network	Password	Novell GroupWise 32-bit Windo		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613920	Jose M Herrera	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613924	Jacob Thatcher	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000613945	Joshua Harris	Application	Password	Utah Master Directory	TIR Missed: No	0.00
Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613947	Kathie Lilenuist	None	None	Gmail	TIR Missed: No	0.84
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	1.79
INC000000613950	Jeff Harrop	None	None	Gmail	TIR Missed: Yes	1.53
Application Services	Dustin Crump	Human Services	Low	Resolved	TTR Missed: Yes	21.49
INC000000613958	Celeste LaBorde	Application	None	ZENworks for Desktops	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613960	Sherrie Pendleton	Network	None	None	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613973	Janice Nielsen	Application	None	None	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613977	Trina Dickinson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613990	Sarah Pratt	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000613996	Sarah Lake	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000614002	Lorraine Lindley	Application	Password	Utah Master Directory	TIR Missed: No	0.15
Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.15
INC000000614011	Joshua Andresen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000614020	Charlene Wilde	None	None	PGP	TIR Missed: No	0.09
Rural North Desktop Support	Ryan Casey	Human Services	Low	Resolved	TTR Missed: No	0.09
INC000000614023	Joshua Andresen	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000614024	Kris Allen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000614028	Angie Ward	PC/Laptop	None	None	TIR Missed: No	0.34
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.89
INC000000614035	Iiesa Corbridge	None	None	None	TIR Missed: No	0.03
Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.04
INC000000614040	Craig L Povey	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000614055	Steve Jay	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000614056	Tiffany Quintana	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000614057	Kathy Butt	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000614059	Lisa Lewis	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000614060	Marcia Fryer	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000614067	Liesa Stockdale	Application	None	Active Directory		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	1.21
INC000000614075	Casey Cole	None	None	None		TIR Missed: No	0.11
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.32
INC000000614079	Scott Jacobson	Application	Error	BlueZone		TIR Missed: No	0.33
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.35
INC000000614080	Jack Neiger	Application	Password	Utah Master Directory		TIR Missed: No	0.19
	Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.19
INC000000614083	Cynthia Gardner	Application	None	Microsoft Word		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000614086	Vedrana Ilic	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000614094	Charlene Wilde	None	None	None		TIR Missed: No	0.25
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Resolved	TTR Missed: No	0.25
INC000000614096	Arlene Thomason	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000614103	Misty Bringhurst	None	None	None		TIR Missed: No	0.55
	Network Operations	Brian Chatwin	Human Services	Medium	Resolved	TTR Missed: No	0.55
INC000000614107	Johnathan Rowley	Application	None	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000614109	Rodolfo Bonilla	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000614110	Megan M Smith	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000614114	Susan Goodman	PC/Laptop	Hardware	None		TIR Missed: No	0.42
	Rural South Desktop Support	Silas Aitchison	Human Services	Low	Resolved	TTR Missed: No	0.80
INC000000614115	Susan Bowman	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Human Services	Low	Resolved	TTR Missed: No	0.04
INC000000614126	Bruce Glad	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000614130	Jamie Wuthrich	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000614142	Jason Burton	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Human Services	Low	Resolved	TTR Missed: No	0.15
INC000000614147	Chris Pacheco	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000614152	Kenna Richardson	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000614153	Chris Pacheco	Network	None	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000614157	Jennifer McCourt	Application	None	Gmail		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000614170	Mo Schannon	None	None	None		TIR Missed: No	0.44
	Metro B Desktop Support	Austin Farey	Human Services	Low	Resolved	TTR Missed: No	0.89
INC000000614180	Lana Kopecky	None	None	Utah System for Tracking Eligibi		TIR Missed: No	0.28
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.28
INC000000614181	Ann Lunt	Application	Password	Utah Master Directory		TIR Missed: No	0.10
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.10
INC000000614189	John Grotegut	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000614194	John Grotegut	Network	Password	Gmail		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000614198	Joshua Harris	Network	Password	None		TIR Missed: No	0.00
	Help Desk	None	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000614199	Joyce Fuga	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000614201	Marsha Taylor	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000614219	Erin H Stephens Metro B Help Desk	Application Val Shepherd	Password Human Services	Utah Master Directory Low	TIR Missed: Yes TTR Missed: Yes	7.00 7.03
INC000000614220	Britany A Nixon Rural Central Desktop Support	Network Gerald Adams	Password Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000614229	Madalene Manno Metro B Help Desk	Application Val Shepherd	Password Human Services	Utah Master Directory Low	TIR Missed: Yes TTR Missed: Yes	7.04 7.11
INC000000614238	Britany A Nixon Metro B Desktop Support	None Anthony Booyse	None Human Services	None Low	TIR Missed: No TTR Missed: Yes	0.00 9.52
INC000000614250	Ashley Flannery Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.05
INC000000614253	Megan Bartlett Rural Central Desktop Support	None John Donaldson	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.48
INC000000614255	Siaifa Aho Metro B Help Desk	Application Val Shepherd	Password Human Services	Utah Master Directory Low	TIR Missed: Yes TTR Missed: Yes	7.06 7.07
INC000000614268	Edd Larry Hafen Help Desk	Application Brenda Treadway	Password Human Services	Utah Master Directory Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000614272	Alex Day Rural Central Desktop Support	Network Gerald Adams	Password Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000614280	Sherii Arnold Metro B Help Desk	Application Val Shepherd	None Human Services	Gmail Low	TIR Missed: No TTR Missed: No	0.06 0.11
INC000000614282	Mary Aguilar Metro B Help Desk	None Val Shepherd	None Human Services	Gmail Low	TIR Missed: No TTR Missed: No	0.13 0.16
INC000000614287	Vicky Wallace Metro B Desktop Support	None Annice Valdez	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.25 1.11
INC000000614289	Becky Gallegos Metro B Help Desk	Application Val Shepherd	Password Human Services	RSA SecurID Software Token Low	TIR Missed: No TTR Missed: No	0.64 0.65
INC000000614294	John LaCognata Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.65 0.69
INC000000614300	Jerrienne Brewer Help Desk	Application Brenda Treadway	Password Human Services	Utah Master Directory Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000614305	Mark Scott Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	Queue Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000614310	Elizabeth Wright Metro B Help Desk	Network Val Shepherd	None Human Services	Novell ConsoleOne Low	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000614322	Susan Hardinger Metro B Help Desk	Network Todd Manning	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000614324	Nancy Stucki Rural South Desktop Support	PC/Laptop Silas Aitchison	Performance Human Services	None Low	Resolved TIR Missed: No TTR Missed: No	0.16 0.16
INC000000614342	Paul Anderson Metro B Help Desk	Application Val Shepherd	None Human Services	Gmail Low	Resolved TIR Missed: No TTR Missed: No	0.90 1.09
INC000000614345	Nickie Stocks Rural South Desktop Support	PC/Laptop Scott Jesienouski	None Human Services	None Low	Resolved TIR Missed: No TTR Missed: No	0.16 0.16
INC000000614346	Rita Brooks Metro C Help Desk	None Reed Stohel	None Human Services	ZENworks for Desktops Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00
INC000000614349	Debbie Stark Help Desk	Application Brenda Treadway	Password Human Services	Utah Master Directory Low	Resolved TIR Missed: No TTR Missed: No	0.13 0.13
INC000000614351	Brianna Jones Metro B Help Desk	Network Todd Manning	Password Human Services	Novell Client for 32-bit Windows Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00
INC000000614355	Angela Schmith Metro B Desktop Support	None Annice Valdez	None Human Services	None Low	Resolved TIR Missed: No TTR Missed: No	0.26 1.12
INC000000614372	Siaifa Aho Metro B Help Desk	None Val Shepherd	None Human Services	Utah Master Directory Low	Resolved TIR Missed: No TTR Missed: No	0.06 0.06
INC000000614374	Vicky Wallace Metro B Desktop Support	None Annice Valdez	None Human Services	None Low	Resolved TIR Missed: No TTR Missed: No	0.05 0.28
INC000000614377	Sandra Sanduk Metro B Help Desk	Network Todd Manning	Password Human Services	Novell Client for 32-bit Windows Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00
INC000000614380	Amanda Alkema Metro C Help Desk	None Reed Stohel	None Human Services	None Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00
INC000000614384	Megan Bartlett Metro B Help Desk	Application Val Shepherd	None Human Services	State Payroll Time Entry System Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00
INC000000614389	Rebecca Collier Metro C Help Desk	Mainframe Reed Stohel	Password Human Services	BlueZone Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00
INC000000614392	Mike P Conn Metro B Desktop Support	None Tyler Pearce	None Human Services	None Low	Resolved TIR Missed: No TTR Missed: No	0.28 0.30
INC000000614417	Hope Bytheway Metro C Help Desk	Application Reed Stohel	Error Human Services	Internet Explorer Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00
INC000000614435	Frank Garcia Metro B Help Desk	None Todd Manning	None Human Services	None Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00

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Human Services

INC000000614440	Sandra Sanduk	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000614442	Andrew Ritter	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000614449	Jeanne Wing	Application	Reporting	Gmail		TIR Missed: No	0.14
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.40
INC000000614450	Nancy Alfaro	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000614456	Jamie Strong	Application	None	Gmail		TIR Missed: No	0.10
	Technical Lead/Project Manager	Martin Gonzalez	Human Services	Low	Resolved	TTR Missed: Yes	6.70
INC000000614459	Amanda Alkema	None	None	Gmail		TIR Missed: No	0.05
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Resolved	TTR Missed: No	0.40
INC000000614461	Nancy Alfaro	None	None	Gmail		TIR Missed: No	0.95
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	1.08
INC000000614463	Tammy Scarbrough	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000614478	Vedrana Ilic	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000614489	Danny R Wheatley	Application	None	Gmail		TIR Missed: No	0.06
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	3.96
INC000000614493	Mark Brasher	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000614498	Annette Orton	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000614515	Kristie M VanWagoner	Application	Password	PGP		TIR Missed: No	0.79
	Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed: No	0.96
INC000000614523	Karen C Andersen	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000614524	Steven Huntsman	None	None	Gmail		TIR Missed: No	0.80
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.80
INC000000614531	Vicky Turner	Application	None	Gmail		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000614535	Lori Roper	Application	Error	Novell ConsoleOne		TIR Missed: No	0.74
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.74

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INC000000614549	Rick Platt	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Chris Olson	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000614555	Jennifer Melcomian	None	None	Utah Master Directory		TIR Missed: No	0.04
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.04
INC000000614558	Nicki Bidlack	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000614562	Alison Dinkelman	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000614570	Crisanta Z Swensen	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000614573	Alison Dinkelman	None	None	Gmail		TIR Missed: No	0.30
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.30
INC000000614574	Ivan Rodriguez	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000614578	Steven Huntsman	None	None	Utah Master Directory		TIR Missed: No	0.03
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.03
INC000000614580	Dan Miller	Application	None	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.02
INC000000614586	Tracy Seegmiller	Network	Error	None		TIR Missed: Yes	1.25
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No	4.61
INC000000614588	Marilyn Bonnett	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000614590	Kimberly Mack	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000614605	Laadan Gharagozloo	Application	None	Utah Master Directory		TIR Missed: Yes	1.23
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	1.50
INC000000614606	Kari Smith	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000614608	Lori Roper	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.85
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.85
INC000000614624	Kimberly Mack	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000614627	Mike P Conn	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000614628	Lori Roper	Application	Reporting	Utah Master Directory	TIR Missed: No	0.90
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.95
INC000000614640	Lori Ramos	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.05
	Metro B Desktop Support	Annice Valdez	Human Services	Low Resolved	TTR Missed: No	2.14
INC000000614647	Annette Long	Application	None	None	TIR Missed: No	0.68
	Rural Central Desktop Support	Robert Case	Human Services	Low Resolved	TTR Missed: No	0.68
INC000000614648	Paul Day	PC/Laptop	Hardware	None	TIR Missed: No	0.23
	Metro B Desktop Support	Cindy Reed	Human Services	Low Resolved	TTR Missed: No	0.23
INC000000614653	James Faulkner	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000614656	Roberta Myren	None	None	Gmail	TIR Missed: No	0.07
	Rural North Desktop Support	Ruston McKay	Human Services	Low Resolved	TTR Missed: No	0.07
INC000000614671	Justina Flesher	Network	None	Novell ConsoleOne	TIR Missed: No	0.45
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.45
INC000000614675	Emilee Moon	Application	Password	ZENworks for Desktops	TIR Missed: Yes	1.46
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	1.46
INC000000614685	Diane Moore	Application	Password	Citrix ICA Client	TIR Missed: Yes	1.46
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	1.50
INC000000614706	Sidney Swain	Telecom	Voice Mail	Telephone	TIR Missed: No	0.05
	Voice Operations	Kelly Johnson	Human Services	Low Resolved	TTR Missed: No	0.16
INC000000614726	Kimberly Clements	None	None	Gmail	TIR Missed: No	0.11
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.15
INC000000614739	Desree Swank	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000614761	Susan Schirmer	Telecom	Dial Tone	Telephone	TIR Missed: No	0.21
	Voice/Data/WAN Services	Greg Blessing	Human Services	Low Resolved	TTR Missed: No	2.54
INC000000614762	Stephanie Quintana	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000614766	Keith Brown	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000614786	Justina Flesher	Application	Password	Gmail	TIR Missed: No	0.38
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.40
INC000000614790	Jeanne Wing	Application	Password	Utah Master Directory	TIR Missed: No	0.65
	Help Desk	Brenda Treadway	Human Services	Low Resolved	TTR Missed: No	0.65

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INC000000614792	Heather Wilson	Application	Error	Citrix ICA Client		TIR Missed: No	0.57
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.78
INC000000614794	Vanessa Knickerbocker	Telecom	Call/Receive	None		TIR Missed: No	0.78
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	2.34
INC000000614798	Tia Clay	Application	Reporting	Gmail		TIR Missed: Yes	1.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	1.57
INC000000614805	Skyla Allen	None	None	Internet Explorer		TIR Missed: No	0.03
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.06
INC000000614809	Stephen Arnold	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000614813	Leslee Butterfield	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000614819	April Graham	Network	Password	Novell Client for 32-bit Windows		TIR Missed: Yes	1.03
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	1.05
INC000000614831	Laura Liddell	Telecom	Feature	None		TIR Missed: No	0.40
	Voice Operations	James Gifford	Human Services	Low	Resolved	TTR Missed: No	0.40
INC000000614848	Elizabeth Adair	Network	Error	None		TIR Missed: No	0.73
	Metro B Desktop Support	Peter Musser	Human Services	Low	Resolved	TTR Missed: No	2.58
INC000000614858	Denese Bleak	Application	None	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000614882	Becky Crosby	None	None	None		TIR Missed: No	0.14
	Rural South Desktop Support	Joel Finlinson	Human Services	Low	Resolved	TTR Missed: No	0.14
INC000000614887	Vern Greenhalgh	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000614894	Laraine Sheen	PC/Laptop	Error	None		TIR Missed: No	0.31
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	0.31
INC000000614897	Justina Flesher	Application	Password	Utah Master Directory		TIR Missed: No	0.20
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.21
INC000000614898	Sifa Tafisi	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000614926	Heather Pearce	Application	None	Gmail		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	3.80
INC000000614934	Edith Martinez	None	None	Adobe Acrobat		TIR Missed: No	0.11
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.22

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INC000000614937	Jesse Hudson	Application	Password	Utah Master Directory	TIR Missed: Yes	1.21
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	1.38
INC000000614942	Nachele Pew	Network	Incident	Novell ConsoleOne	TIR Missed: Yes	1.16
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	1.27
INC000000614944	Heather Pearce	Application	None	Gmail	TIR Missed: No	0.43
	Help Desk	Julie VanBeekum	Human Services	Low Resolved	TTR Missed: No	0.67
INC000000614946	Hollyjane Dixon	Application	None	Gmail	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000614949	Kallie Petersen	None	None	None	TIR Missed: No	0.07
	Metro C Desktop Support	Benjamin Moore	Human Services	Low Resolved	TTR Missed: No	5.67
INC000000614985	Brenda Ahlemann	None	None	Gmail	TIR Missed: No	0.04
	Metro B Desktop Support	Anthony Booyse	Human Services	Low Resolved	TTR Missed: No	1.19
INC000000614992	Lori Hills	Application	Password	Utah Master Directory	TIR Missed: No	0.66
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.78
INC000000614993	Stacy L Petersen	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.78
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.82
INC000000615000	Zinna Burks	None	None	DB2 Query Management Facility	TIR Missed: No	0.96
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.96
INC000000615009	Patricia Phillips	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000615012	Rebecca Collier	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000615018	Kimia Prince	None	None	Gmail	TIR Missed: No	0.07
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.07
INC000000615021	Kevin Groves	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000615024	Cody McBride	Mobile Devices	Error	None	TIR Missed: No	0.11
	Application Services	Danielle Hood	Human Services	Low Resolved	TTR Missed: No	1.16
INC000000615045	Ashley Flannery	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000615057	Bart Mason	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low Resolved	TTR Missed: No	0.04
INC000000615065	Trudy Decantu	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Human Services	Low Resolved	TTR Missed: No	0.36

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INC000000615067	Shaunna Skidmore	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Human Services	Low	Resolved	TTR Missed: No	1.89
INC000000615068	Sharon Curiel	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000615075	Sherrie Pendleton	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000615086	Jeanmarie Morris	None	None	None		TIR Missed: No	0.29
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.64
INC000000615101	Lisa Martinez	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.21
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.21
INC000000615103	Jan Fryer	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000615105	Tom Dunford	PC/Laptop	None	None		TIR Missed: No	0.17
	Metro B Desktop Support	Cindy Reed	Human Services	Low	Resolved	TTR Missed: No	0.17
INC000000615119	Jesse Hudson	Application	Error	Gmail		TIR Missed: No	0.06
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.16
INC000000615121	Vern Greenhalgh	None	None	Gmail		TIR Missed: No	0.24
	Metro B Desktop Support	Stephanie Young	Human Services	Low	Resolved	TTR Missed: No	0.24
INC000000615144	Lisa Packard	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000615145	Lisa Packard	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000615148	Billie Bell	Telecom	Voice Mail	Telephone		TIR Missed: No	0.29
	Voice Operations	Kelly Johnson	Human Services	Low	Resolved	TTR Missed: No	0.54
INC000000615153	Geri Evans	Application	Password	RSA SecurID Software Token		TIR Missed: No	0.08
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.08
INC000000615160	Justina Flesher	None	None	None		TIR Missed: No	0.06
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.06
INC000000615170	Vicky Turner	Application	Reporting	Gmail		TIR Missed: No	0.59
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.59
INC000000615172	Kevin Kilburn	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000615189	Paula K Douglass	Application	Reporting	RSA SecurID Software Token		TIR Missed: No	0.33
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.38

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INC000000615204	Kallie Petersen	Application	Reporting	SAFE		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.33
INC000000615212	Abraham Montalbo	Application	Error	Gmail		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000615213	Courtney Shakespear	Mobile Devices	Error	Droid		TIR Missed: No	0.27
	Rural South Desktop Support	Silas Aitchison	Human Services	Low	Resolved	TTR Missed: No	4.01
INC000000615240	Laura Austin	Network	None	Novell ConsoleOne		TIR Missed: No	0.98
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	1.53
INC000000615245	Cody McBride	None	None	Novell Messenger		TIR Missed: Yes	1.29
	Application Services	Danielle Hood	Human Services	Low	Resolved	TTR Missed: Yes	8.26
INC000000615248	Debbie Koew	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000615256	Susan Hardinger	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000615259	Jana Young	Application	Password	Utah Master Directory		TIR Missed: Yes	1.57
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	1.60
INC000000615263	Julie Williams	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000615269	Kim Tuitupou	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000615270	Heather Rondorf	None	None	Utah Master Directory		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000615272	Paul Day	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000615275	Janis Nielson	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000615277	Brianna Jones	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000615305	Keri Carter	None	None	Gmail		TIR Missed: Yes	1.91
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	2.00
INC000000615307	Wendy Ottley	Application	Password	Citrix ICA Client		TIR Missed: No	0.35
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.39
INC000000615313	Jared Carlson	Application	Password	Utah Master Directory		TIR Missed: No	0.16
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	2.69

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Human Services

INC000000615314	Rita Brooks	None	None	None		TIR Missed: Yes	2.01
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	2.10
INC000000615321	Kati Bagley	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Resolved	TTR Missed: No	0.39
INC000000615330	Julia Kolovich	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000615333	Jeanmarie Morris	PC/Laptop	None	None		TIR Missed: No	0.85
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	1.48
INC000000615336	Margerita Maybee	Application	Password	Utah Master Directory		TIR Missed: No	0.07
	Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	0.12
INC000000615346	Marla Mathisen	Telecom	None	IPCC Express		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000615359	Rae Atkinson	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000615372	Lisa Martinez	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000615379	Casey Cole	None	None	Microsoft Word		TIR Missed: No	0.16
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.23
INC000000615393	Nancy Staker	None	None	Gmail		TIR Missed: No	0.10
	Metro B Desktop Support	Stephanie Young	Human Services	Low	Resolved	TTR Missed: No	0.10
INC000000615395	Richard Berry	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000615397	Tausoa Snead	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.52
INC000000615412	Marla Mathisen	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000615416	Kathryn Holt	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000615424	Laura Liddell	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Resolved	TTR Missed: No	0.02
INC000000615429	Joann Murphy	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000615434	Liz Medina	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00

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Human Services

INC000000615435	Cindy Delgadillo	PC/Laptop	Hardware	None		TIR Missed: No	0.05
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Resolved	TTR Missed: No	0.05
INC000000615438	Gina Hatch	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000615440	Lisa Sorensen	Telecom	Area Code	Telephone		TIR Missed: No	0.16
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Resolved	TTR Missed: No	0.28
INC000000615441	Catherine Taylor	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000615442	Robert Jowett	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000615443	Mark Scott	None	None	Gmail		TIR Missed: No	0.80
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	1.31
INC000000615461	Arnell Wamsley	None	None	Content Manager		TIR Missed: Yes	3.46
	ORS Content Manager	Dan Barrett	Human Services	Low	Resolved	TTR Missed: No	3.46
INC000000615465	Melissa Marshall	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000615468	Laurie Vigil	Application	None	Active Directory		TIR Missed: Yes	3.59
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	3.62
INC000000615470	Fleishia Wahlin	Application	None	PGP		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000615475	Robin Bean	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000615480	Casey Cole	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.04
	Metro B Desktop Support	Annicce Valdez	Human Services	Low	Resolved	TTR Missed: No	0.06
INC000000615481	Christina Hennefer	Application	Password	Utah Master Directory		TIR Missed: Yes	1.07
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	1.34
INC000000615497	Melanie Rasmussen	Application	None	Office of Recovery Services Infoc		TIR Missed: Yes	1.19
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	1.62
INC000000615500	Corrie Miera	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000615503	Adela Rubio	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000615506	Mavis Stevenson	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00

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Human Services

INC000000615507	Jeanne Godfrey	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000615510	Cody Richards	Application	Reporting	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000615518	Michele Garrick	None	None	Novell Messenger		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000615527	Tina Humphrey	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.28
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.29
INC000000615529	Angeline Jacobs	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000615539	Stacey Gleed	None	None	Gmail		TIR Missed: No	0.22
	Metro B Desktop Support	Stephanie Young	Human Services	Low	Resolved	TTR Missed: No	0.22
INC000000615546	Meridee Coates	Application	Reporting	Gmail		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	
INC000000615548	Amy Hutchinson	Application	Error	SAFE		TIR Missed: No	0.22
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Resolved	TTR Missed: No	1.30
INC000000615556	Laurel Kielar	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000615562	Susan Llewellyn	Application	Error	Citrix ICA Client		TIR Missed: No	0.80
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	1.44
INC000000615563	Jennifer Wagoner	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000615577	Rod Layton	Application	Password	Utah Master Directory		TIR Missed: No	0.97
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	1.15
INC000000615589	Drew Barton	None	None	Gmail		TIR Missed: No	0.00
	Enterprise Security	Sharon Smith	Human Services	Low	Resolved	TTR Missed: No	4.47
INC000000615607	Sherri S Hafen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000615608	Mike Derbidge	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000615619	David Solum	Network	Incident	None		TIR Missed: No	0.42
	Metro B Desktop Support	Mike Wilde	Human Services	Low	Resolved	TTR Missed: No	0.69
INC000000615621	Jeri Boyle	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000615630	Suzanne Beckstead	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.96
	Rural North Desktop Support	Ryan Casey	Human Services	Low Resolved	TTR Missed: No	0.96
INC000000615641	Troy Bouchard	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000615644	Skyla Allen	None	None	None	TIR Missed: No	0.06
	Metro B Desktop Support	Annice Valdez	Human Services	Low Resolved	TTR Missed: No	0.06
INC000000615645	Deborah Sirls	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.15
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.23
INC000000615652	Brittney Borough	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000615655	Susan Llewellyn	None	None	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.07
INC000000615656	Luci Kelly	Application	Error	SAFE	TIR Missed: No	0.20
	Metro B Desktop Support	Jay Locker	Human Services	Low Resolved	TTR Missed: No	0.20
INC000000615668	James Poon	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000615705	David D Felt	Application	None	Gmail	TIR Missed: No	0.09
	Technical Lead/Project Manager	Martin Gonzalez	Human Services	Low Resolved	TTR Missed: No	0.09
INC000000615707	Heather Lewis	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000615715	Kristy Bate	Telecom	Voice Mail	Telephone	TIR Missed: No	0.06
	Voice Operations	Gail Christiansen	Human Services	Low Resolved	TTR Missed: No	0.06
INC000000615716	Megan Rasmussen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000615717	Jody Eby	None	None	PGP	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.15
INC000000615723	Lindy Snell	Application	None	ZENworks for Desktops	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low Resolved	TTR Missed: No	0.41
INC000000615727	Genie Kebulis	Mobile Devices	Error	iPhone	TIR Missed: No	0.19
	Help Desk	Sarah Johnson	Human Services	Low Resolved	TTR Missed: No	0.55
INC000000615731	Sheri M Morris	Application	Error	ZENworks for Desktops	TIR Missed: No	0.65
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	1.19
INC000000615740	Nachele Pew	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00

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Human Services

INC000000615760	Celeste LaBorde	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000615791	Suzanne Beckstead	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000615804	Andrew Ritter	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000615810	Jacalynn Fredrickson	Application	None	Gmail	TIR Missed: No	0.12
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.23
INC000000615818	Bruce Glad	Telecom	Call/Receive	Telephone	TIR Missed: No	0.08
	Voice Operations	James Gifford	Human Services	Low Resolved	TTR Missed: No	0.55
INC000000615829	Mike Butkovich	Network	None	None	TIR Missed: No	0.12
	Rural Central Desktop Support	Troy Morris	Human Services	Low Resolved	TTR Missed: No	0.56
INC000000615862	Laura Liddell	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000615871	Aly Petersen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000615882	Pam Poulson	None	None	Gmail	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.42
INC000000615894	Jody Eby	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000615895	Darrin Lee	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000615900	Kari Korous	Application	Error	None	TIR Missed: No	0.71
	Rural Central Desktop Support	John Donaldson	Human Services	Low Resolved	TTR Missed: No	1.35
INC000000615903	Daniel Musto	Application	Error	None	TIR Missed: No	0.43
	Metro B Desktop Support	Stephanie Young	Human Services	Low Resolved	TTR Missed: No	0.43
INC000000615909	Kris Allen	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000615915	Rita Brooks	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low Resolved	TTR Missed: No	0.75
INC000000615927	Annette Babisz	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000615932	Becky Gallegos	Application	Error	None	TIR Missed: No	0.99
	Metro B Desktop Support	Annice Valdez	Human Services	Low Resolved	TTR Missed: No	1.11

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INC000000615940	Darrin Lee	Network	Incident	None		TIR Missed: No	0.87
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.87
INC000000615942	Julie Williams	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000615944	Vickie Jones	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.09
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.09
INC000000615946	Vickie Jones	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000615955	Lisa Lewis	Application	Error	Google Chrome		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000615965	Kehlie Gomez	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000615969	Marti Bown	Application	Password	Gmail		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000615975	Calvin Reid	Network	Password	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000615977	Randy Busk	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000615982	Angela Morrill	Application	None	Gmail		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000615984	Cade Anderson	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000615986	Molly Rogers	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000615990	Meree Jacobsen	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000615999	Barbara Arvizo	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616006	Candice Winward	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616014	Clifford Pettingill	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616032	Casey Cole	None	None	None		TIR Missed: No	0.07
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	1.31

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INC000000616034	Mack Tarver	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616066	Jody Eby	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616088	Marcia Fryer	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616089	Marcia Fryer	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616094	Melissa Carter	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616097	Debra Dopp	Application	None	Gmail		TIR Missed: No	0.07
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.08
INC000000616103	Jolene Dalley-Waters	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616115	Janeen Viles	None	None	None		TIR Missed: No	0.15
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No	1.01
INC000000616117	Fred Kaufusi	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616118	Sandy Baxter	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616122	Drew Barton	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616128	Lori Ramos	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616142	Nathan Steimle	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.73
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.78
INC000000616147	Sandra Reyes	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616149	Jill McKinlay	Mobile Devices	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Silas Aitchison	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616169	Marci Howey	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616172	Maria Gonzalez	Application	Password	Gmail		TIR Missed: No	0.21
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	5.58

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Human Services

INC000000616192	Heidi Valdez	None	None	Droid		TIR Missed: Yes	7.38
	Application Services	Danielle Hood	Human Services	Low	Resolved	TTR Missed: Yes	8.01
INC000000616193	Alrae Snyder	None	None	Gmail		TIR Missed: No	0.16
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	3.54
INC000000616206	Tammy Wood	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616212	Shancie Nance	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616216	Judy Sanders	Application	None	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616224	Sarah Pratt	Application	Password	DB2 Query Management Facilit		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616231	Kathy Maxfield	Application	Password	DB2 Query Management Facilit		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616240	Tammy Wood	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616242	Christine Pulliam	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616247	Wendy Schwartz	None	None	Microsoft Windows XP Professi		TIR Missed: No	0.63
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.63
INC000000616267	Justina Flesher	Application	None	Gmail		TIR Missed: No	0.42
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.86
INC000000616270	Cynthia Aposhian	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.17
	Metro B Desktop Support	Annicce Valdez	Human Services	Low	Resolved	TTR Missed: No	0.36
INC000000616286	Nancy Newman	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616287	Cynthia Aposhian	EIS Hardware	Printer	None		TIR Missed: No	0.68
	Strategic Communications	Luis Larios	Human Services	Low	Resolved	TTR Missed: No	0.68
INC000000616289	Meisi Collins	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616304	Theresa L Mathis	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616313	Annita Kendall	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00

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Human Services

INC000000616322	Sara Harris	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616323	Nancy Newman	Application	None	Utah Criminal Justice Informatio	TIR Missed: No	0.41
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.45
INC000000616328	Dan Barrett	Application	Password	DB2 Query Management Facilit	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616337	Darrin Lee	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed: No	0.02
INC000000616338	Chris Wride	Application	Password	Utah Master Directory	TIR Missed: No	0.08
Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.08
INC000000616348	Violet Secrest	PC/Laptop	Hardware	None	TIR Missed: No	0.31
Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.32
INC000000616361	Polly Colbert	PC/Laptop	Hardware	None	TIR Missed: No	0.10
Metro B Desktop Support	Mike Wilde	Human Services	Low	Resolved	TTR Missed: No	0.10
INC000000616362	Jose Gutierrez	Telecom	Feature	Telephone	TIR Missed: No	0.43
Voice Operations	Gail Christiansen	Human Services	Low	Resolved	TTR Missed: No	0.45
INC000000616365	Tammy Knight	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616390	Stacey Torres	Application	Password	DB2 Query Management Facilit	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616394	Tracey Sloan	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616399	Cherri Ortega	Telecom	Call Management	Telephone	TIR Missed: No	0.07
Voice Operations	Gail Christiansen	Human Services	Low	Resolved	TTR Missed: No	1.89
INC000000616422	Gerri Guthrie	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616427	Skyla Allen	None	None	Internet Explorer	TIR Missed: No	0.05
Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	1.66
INC000000616433	Szudia Bragg	Application	Password	DB2 Query Management Facilit	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616436	Kristopher Foltz	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616450	Justina Flesher	Application	None	Gmail	TIR Missed: No	0.76
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.80

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Human Services

INC000000616451	Danette L Larsen	None	None	SAFE		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.57
INC000000616461	Lynn Higginson	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.52
	Rural South Desktop Support	Lance Nay	Human Services	Low	Resolved	TTR Missed: No	0.52
INC000000616462	Tamara Ray	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616463	Aaron Hackett	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616483	Kalolaine Sekona	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616493	Justina Flesher	Network	None	Novell ConsoleOne		TIR Missed: No	0.93
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.99
INC000000616495	Linda Boyd-Melancon	PC/Laptop	None	None		TIR Missed: No	0.42
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.43
INC000000616503	Philip Rogich	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616518	Tamera Weis	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616529	Angela Schmith	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616532	Connie R Frandsen	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616546	Cami Hadley	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616565	Tim Morganson	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616567	Valene Gibbs	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616569	Tami Fullerton	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.69
INC000000616582	Kari Smith	None	None	None		TIR Missed: No	0.17
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.20
INC000000616586	Marlene Goodrich	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00

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Human Services

INC000000616588	Lindy Snell	Application	None	SAFE		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	2.04
INC000000616589	Justina Flesher	None	None	None		TIR Missed: Yes	1.44
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	1.50
INC000000616590	Kathryn Wright	PC/Laptop	Error	None		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616592	Julie Craner	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616601	Kati Wheatley	None	None	None		TIR Missed: No	0.36
	Voice Operations	Gail Christiansen	Human Services	High	Resolved	TTR Missed: No	0.36
INC000000616606	Lindsay Harris	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616607	Casey Cole	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616611	Julia K Armstrong	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616625	Fred Kaufusi	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616626	April Graham	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616628	Shannon M Alvey	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.13
INC000000616631	Anisa Plastow	Application	Password	SAFE		TIR Missed: No	0.50
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.50
INC000000616633	Kali Holliday	Network	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Dan Anthony	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616641	Melissa Carter	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616644	Nyle Bennett	Mobile Devices	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616648	Clifford Pettingill	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.70
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.70
INC000000616649	Cade Anderson	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Resolved	TTR Missed: No	0.00

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Human Services

INC000000616651	Mary Jensen	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616654	Kalolaine Sekona	Application	Password	PGP		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616655	Steve Bennett	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural South Desktop Support	Dan Anthony	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616657	Ginger Flowers	Application	Error	None		TIR Missed: No	0.37
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.37
INC000000616662	Karen Anderson	Application	None	Gmail		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616663	Marcie Rogers	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616665	Bruce W Zylks	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616669	Kami Elmer	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616670	Angela Schmith	Application	Reporting	BlueZone		TIR Missed: No	0.83
	Operations Production Control	Duane Hardy	Human Services	Low	Resolved	TTR Missed: No	0.83
INC000000616681	Beverly Clark	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616686	Jodi Larsen	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616697	Christy Van Buskirk	Network	Error	None		TIR Missed: No	0.25
	Campus Networking	Robert Ryan	Human Services	Low	Resolved	TTR Missed: No	0.97
INC000000616701	Sachin M Rajhans	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616702	Arla Jensen	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616704	Kimberly Hyde	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616706	Shirley Cheney	Telecom	Hardware	Telephone		TIR Missed: No	0.09
	Voice Operations	Kelly Johnson	Human Services	Low	Resolved	TTR Missed: No	0.09
INC000000616715	Marcie Rogers	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Human Services	Low	Resolved	TTR Missed: No	0.00

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Human Services

INC000000616731	Madalene Manno	Network	Password	Gmail		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616743	Nancy Barowski	Application	Error	Gmail		TIR Missed: Yes	1.05
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	1.85
INC000000616744	Luanne Endres	Application	Error	Gmail		TIR Missed: No	0.00
	Rural South Desktop Support	Silas Aitchison	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616746	Palmer Depaulis	Application	Error	Gmail		TIR Missed: No	0.00
	Application Services	Danielle Hood	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616747	Eric Hurst	Application	Error	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616759	Lynn Parkin	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616763	Scott Jacobson	Application	Error	Gmail		TIR Missed: No	0.00
	Metro B Hosting	Paul Seager	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616776	Chris Wride	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616779	Vaepopua Sperry	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616789	Bill Boyle	Network	None	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616792	Celeste LaBorde	None	None	Adobe Connect		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616794	Bill Boyle	Network	None	None		TIR Missed: No	0.14
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.23
INC000000616800	Bill Boyle	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616822	Chris Wride	None	None	Novell Client for 32-bit Windows		TIR Missed: No	0.17
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.18
INC000000616829	Patty Miller	Application	Password	Gmail		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616836	Becky Gallegos	Mainframe	Error	BlueZone		TIR Missed: Yes	1.12
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	1.18
INC000000616842	Jay Dominguez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000616855	Terry Jacobsen	None	None	None		TIR Missed: No	0.51
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Resolved	TTR Missed: No	0.51
INC000000616859	Kristi Elmer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616861	Ken Matheson	None	None	None		TIR Missed: Yes	1.25
	Capitol Hosting	Mike Tyrrell	Human Services	Low	Resolved	TTR Missed: No	1.61
INC000000616876	Ming Wang	Application	Password	Gmail		TIR Missed: No	0.71
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.86
INC000000616878	Denese Bleak	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616879	Mayla Slack	PC/Laptop	None	None		TIR Missed: Yes	5.70
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	5.70
INC000000616881	Justina Flesher	Application	None	Novell ConsoleOne		TIR Missed: No	0.63
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	1.31
INC000000616889	Aimee Darby	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616892	Melinda Thompson	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616893	Tammy Scarbrough	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616895	Josie Angerhofer	None	None	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616898	Nicole Thacker	None	None	Adobe Acrobat		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616899	Jessica Gallegos	None	None	None		TIR Missed: No	0.09
	Metro B Desktop Support	Annicc Valdez	Human Services	Low	Resolved	TTR Missed: No	5.65
INC000000616911	Stacey Gleed	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616920	Louann Hill	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616936	Tammy Scarbrough	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616945	Tammy Scarbrough	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000616951	Sharla Bayles	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616953	Merry Reed	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616956	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616962	Preston Freitas	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000616972	Chris Wride	Application	Error	Gmail		TIR Missed: No	0.09
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.15
INC000000616978	Don Brinkerhoff	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000617003	Alyson Wilde	Application	None	Utah Master Directory		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000617007	Jennifer Gardner	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000617015	Lorilee Snyder	None	None	Adobe Acrobat		TIR Missed: No	0.00
	Application Support - Web Sites	Dennis Allred	Human Services	Low	Resolved	TTR Missed: Yes	7.14
INC000000617024	Jennifer Stahle	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000617026	Carol Black	PC/Laptop	None	None		TIR Missed: No	0.08
	Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed: No	0.34
INC000000617035	Rose Arrive	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000617036	Jennifer Gardner	Application	Error	Gmail		TIR Missed: No	0.36
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.48
INC000000617037	Shirlene McCairns	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000617046	Sherranda Garzarelli	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000617048	Fred Butterfield	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000617055	Janis Nielson	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000617062	Diane Carney Rural Central Desktop Support	PC/Laptop Jay Barfuss	Error Human Services	Microsoft Windows 7 Low	TIR Missed: No TTR Missed: No	0.00
INC000000617065	Catherine Worthington Metro C Help Desk	Application Reed Stohel	Password Human Services	DB2 Query Management Facility Low	TIR Missed: No TTR Missed: No	0.00
INC000000617068	Arnell Wamsley Metro C Help Desk	Application Reed Stohel	Password Human Services	DB2 Query Management Facility Low	TIR Missed: No TTR Missed: No	0.00
INC000000617069	Zinna Burks Metro C Help Desk	Application Reed Stohel	Password Human Services	DB2 Query Management Facility Low	TIR Missed: No TTR Missed: No	0.00
INC000000617077	Paula May Metro C Help Desk	Mainframe Reed Stohel	Password Human Services	BlueZone Low	TIR Missed: No TTR Missed: No	0.00
INC000000617088	Maria Mulitalo Help Desk	Network James Stearns	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00
INC000000617094	Patricia Hurley Rural Central Desktop Support	Application Jay Barfuss	Error Human Services	Internet Explorer Low	TIR Missed: No TTR Missed: No	0.00
INC000000617099	Jolene Dalley-Waters Metro B Desktop Support	None Peter Musser	None Human Services	PGP Low	TIR Missed: No TTR Missed: No	0.11
INC000000617126	Tracey Sloan Help Desk	Application Vicky Marrelli	Password Human Services	Utah Master Directory Low	TIR Missed: No TTR Missed: No	0.30
INC000000617130	Pam Poulson Metro B Desktop Support	None Stephanie Young	None Human Services	Gmail Low	TIR Missed: No TTR Missed: No	0.07
INC000000617135	Rebecca Mullan Metro C Help Desk	Print/Copy/Scan/Fax Reed Stohel	Queue Human Services	None Low	TIR Missed: No TTR Missed: No	0.00
INC000000617144	Meridee Coates Metro B Help Desk	Application Val Shepherd	None Human Services	Utah Master Directory Low	TIR Missed: No TTR Missed: No	0.00
INC000000617146	Cindy Delgadillo Metro A Desktop Support	None Mike Beynon	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.02
INC000000617150	Susan Dalpiaz Metro B Desktop Support	Print/Copy/Scan/Fax Jay Locker	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.08
INC000000617156	Lisa Green Metro A Desktop Support	None Mike Beynon	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.02
INC000000617158	Georgina Trujillo Metro A Desktop Support	None Mike Beynon	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.01
INC000000617160	Allison Shiffler Metro A Desktop Support	None Mike Beynon	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.01

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Human Services

INC000000617164	Heather Pearce	Network	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	1.97
INC000000617165	Andrea Frandsen	Application	None	Gmail		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	1.94
INC000000617183	Penny Rice	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000617188	Ken Matheson	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000617215	Corrie Miera	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000617235	Jennifer Palmer	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000617236	Marcie A Johnson	None	None	Gmail		TIR Missed: No	0.08
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.29
INC000000617238	Marcie A Johnson	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000617242	Janene Parry	None	None	None		TIR Missed: No	0.29
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.71
INC000000617244	Janene Parry	None	None	None		TIR Missed: No	0.28
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.76
INC000000617253	Leslie Howell	PC/Laptop	Password	None		TIR Missed: No	0.17
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.51
INC000000617254	Janene Parry	None	None	None		TIR Missed: No	0.17
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.70
INC000000617256	Janene Parry	None	None	None		TIR Missed: No	0.15
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.71
INC000000617268	Aubrey Atkinson	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000617270	Patricia Runyan	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000617280	Corey Dodds	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000617306	Aude Bermond Hamlet	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000617310	Jill Stewart	Application	Password	Utah Master Directory	TIR Missed: No	0.11
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	2.45
INC000000617311	Jill Stewart	Application	Password	Utah Master Directory	TIR Missed: No	0.12
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.36
INC000000617313	Jill Stewart	Application	Password	Utah Master Directory	TIR Missed: No	0.13
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.37
INC000000617314	Jill Stewart	Application	Password	Utah Master Directory	TIR Missed: No	0.13
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.37
INC000000617316	Jill Stewart	Application	Password	Utah Master Directory	TIR Missed: No	0.13
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.37
INC000000617317	Jill Stewart	Application	Password	Utah Master Directory	TIR Missed: No	0.19
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.37
INC000000617318	Jill Stewart	Application	Password	Utah Master Directory	TIR Missed: No	0.13
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.37
INC000000617319	Jill Stewart	Application	Password	Utah Master Directory	TIR Missed: No	0.13
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.38
INC000000617320	Jill Stewart	Application	Password	Utah Master Directory	TIR Missed: No	0.13
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.38
INC000000617322	Jill Stewart	Application	Password	Utah Master Directory	TIR Missed: No	0.13
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.38
INC000000617323	Jill Stewart	Application	Password	Utah Master Directory	TIR Missed: No	0.13
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.38
INC000000617324	Jill Stewart	Application	Password	Utah Master Directory	TIR Missed: No	0.13
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.38
INC000000617325	Jill Stewart	Application	Password	Utah Master Directory	TIR Missed: No	0.14
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.38
INC000000617326	Jill Stewart	Application	Password	Utah Master Directory	TIR Missed: No	0.14
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.38
INC000000617329	Jill Stewart	Application	Password	Utah Master Directory	TIR Missed: No	0.12
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.36
INC000000617330	Jill Stewart	Application	Password	Utah Master Directory	TIR Missed: No	0.12
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.36
INC000000617331	Jill Stewart	Application	Password	Utah Master Directory	TIR Missed: No	0.12
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.37

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Human Services

INC000000617340	Jacob Thatcher	Application	Error	Utah Master Directory	TIR Missed: No	0.43
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.43
INC000000617355	Kimberly Saxton	Telecom	Voice Mail	Telephone	TIR Missed: No	0.10
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low Resolved	TTR Missed: No	0.19
INC000000617366	Tamra Johnson	PC/Laptop	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000617385	Kjersty Olson	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000617405	Marcie A Johnson	Application	None	Adobe Connect	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.06
INC000000617444	Catherine Taylor	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000617454	Kristin S Perry	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.09
INC000000617485	Jill Stewart	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000617490	Siota Faumui	Application	Password	Employee Gateway	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000617505	Christina Hennefer	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000617522	Nathan Salazar	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000617526	Michael Murdock	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000617560	Jill Stewart	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.23
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.77
INC000000617563	Kathleen Fife	Network	None	None	TIR Missed: No	0.96
	Application Support - Web Sites	Dennis Allred	Human Services	Low Resolved	TTR Missed: No	4.66
INC000000617568	kathie ball	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000617572	Kathie Lilenquist	Application	None	SAFE	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: N/A	
INC000000617586	Anna Reposa	Application	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00

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INC000000617589	Joann Murphy	PC/Laptop	None	None		TIR Missed: No	0.15
	Metro B Desktop Support	Sean Chadbourne	Human Services	Low	Resolved	TTR Missed: No	0.29
INC000000617592	Coby Drake	Application	None	RSA SecurID Software Token		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000617600	Chris Wride	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000617616	Emily Roberts	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000617623	Shenille Stewart	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000617625	Douglas Spencer	Application	Error	ZENworks for Desktops		TIR Missed: No	0.08
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.18
INC000000617641	Christine Pulliam	Network	None	None		TIR Missed: No	0.19
	Rural Central Desktop Support	Troy Morris	Human Services	Medium	Resolved	TTR Missed: No	0.27
INC000000617646	JoAnn Maxwell	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	5.06
INC000000617652	Sandi Evans	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000617656	Penny Rice	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000617664	Maggie Noyes	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000617670	Brian Beus	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Human Services	Low	Resolved	TTR Missed: No	1.99
INC000000617673	Peggy Thacker	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Human Services	Low	Resolved	TTR Missed: No	1.98
INC000000617675	Ray Winger	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000617679	Heidi Trujillo	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000617684	Heather Fischer	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000617689	Mardee Schoenfeld	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000617690	Kathy Butt	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000617691	Skyla Allen	None	None	None		TIR Missed: No	0.07
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.73
INC000000617702	Ivana Meandzija	Application	None	Contract Approval Payment Sys		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000617708	Melanie Reynolds	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000617710	Tracy Seegmiller	Application	None	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000617718	Darcee Oliva	Application	Error	ZENworks for Desktops		TIR Missed: No	0.78
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.96
INC000000617721	Emily Gremillion	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000617723	Kenneth McGee	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000617728	Joseph Gonzalez	Network	None	Novell ConsoleOne		TIR Missed: Yes	1.39
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	1.53
INC000000617729	Justin Brady	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000617738	Teresa Taintor	Application	Error	ZENworks for Desktops		TIR Missed: No	0.71
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.84
INC000000617739	Steven Miner	Application	Error	ZENworks for Desktops		TIR Missed: No	0.70
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.86
INC000000617743	Andrea Jenkins	Application	None	SAFE		TIR Missed: Yes	1.26
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	1.96
INC000000617752	Jesse Hudson	Application	Error	Gmail		TIR Missed: No	0.70
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.76
INC000000617757	Edith Martinez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000617760	Melissa Foulger	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000617764	Trudy Decantu	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000617765	Tyler Hathaway	Application	Password	Utah Master Directory	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000617803	Tamara Bates	Application	Reporting	ZENworks for Desktops	TIR Missed: No	0.25
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.35
INC000000617812	Matthew Bezzant	PC/Laptop	Performance	None	TIR Missed: No	0.12
Rural Central Desktop Support	Troy Morris	Human Services	Low	Resolved	TTR Missed: No	0.19
INC000000617815	Vickie Jones	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000617820	Celeste LaBorde	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000617821	Jackie Languet	Mainframe	Password	BlueZone	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000617827	Stephanie Castro	PC/Laptop	Performance	None	TIR Missed: No	0.07
Metro B Desktop Support	Sean Chadbourne	Human Services	Low	Resolved	TTR Missed: No	0.11
INC000000617829	Wanda Lundahl	None	None	SAFE	TIR Missed: No	0.37
Rural North Desktop Support	Dane Smith	Human Services	Low	Resolved	TTR Missed: No	0.37
INC000000617837	Roxanna Carleton	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000617838	Daniel Nuttall	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000617847	Robert Wimmer	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000617860	Julene Jones	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000617870	Jolene Durrant	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed: No	0.08
INC000000617871	Charlene Nelson	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000617885	Tracey Timothy	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000617896	Shirley Bleazard	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000617903	Boyd Matthew	Application	Password	Gmail	TIR Missed: No	0.57
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.96

Enterprise Incident Report November 2012

As of 12/4/2012

Human Services

INC000000617923	Anna Owen	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000617935	Jesse Hudson	Application	Error	None	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000617936	Rodolfo Bonilla	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000617937	Beth Greenleaf	Application	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000617938	Sariah Medrano	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000617942	Sharla Bayles	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000617946	Rodolfo Bonilla	Application	Password	Gmail	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000617974	Mindy Sneddon	Application	Error	ZENworks for Desktops	TIR Missed: No	0.31
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.31
INC000000617984	Melissa Baugh	Application	Error	Gmail	TIR Missed: No	0.59
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.59
INC000000617995	Jenny Fuchs	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000618023	Pamela Brenneman	PC/Laptop	None	None	TIR Missed: No	0.11
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.43
INC000000618045	Lisa Baker	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000618054	Sara Moon	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000618057	Tia Clay	Application	Error	MicrosoftWindows Operating Sy	TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000618067	Kevin Sorenson	Application	Error	Gmail	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratuszniak	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000618070	Stephanie Quintana	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratuszniak	Human Services	Low Resolved	TTR Missed: No	0.00